

The APDT CHRONICLE

Summer 2014 *of the Dog*

BAT 2.0: A New Version of BAT for Fear and Aggression

by Grisha Stewart, MA, CPDT-KA, KPA CTP

Where Did Dogs Come From? What We Know and What We Don't Know About Dog Domestication

by Jessica Hekman, DVM, MS

Clearing Up the Confusion: Assistance Dogs and Their Public Access Rights

by Mary McNeight, CPDT-KA, CCS, BGS

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APDT Vision Statement:

The APDT is the recognized voice of the dog training profession.

APDT Mission Statement:

To represent and advance the dog training profession through education and advocacy.

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Adrienne Hovey

CONTRIBUTING EDITORS

Veronica Boutelle, MA, CTC; M.J. Glasby

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Submissions

The APDT Chronicle of the Dog encourages the submission of original written materials. Please query the editor for contributor guidelines prior to sending manuscripts. Instructions for contributors can be found on the APDT website or by emailing adrienne@apdt.com.

Memberships and Subscriptions

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Letters to the Editor

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The APDT Body Of Knowledge

The APDT recommended body of knowledge for professional dog trainers consists of the following subject areas, with specific components of each. For a detailed breakdown of each subject area, visit the APDT website. Articles in *The APDT Chronicle of the Dog* feature color codes on the top outside corner of the page that correspond with these colors below.

Learning: Human	Learning: Animal	Behavior
Health & Nutrition	Laws & Regulations	Business



Jill Marie and Grip

A Message From the Chair

Jill Marie O'Brien, CNWI, CPDT-KA
Chair, APDT Board of Trustees

As winter is coming to an end with a fight and spring looks to triumph over the cold and wet of the past few months, the APDT is also springing into action. We have been busy with many exciting organizational updates and future event planning.

You should have already received your invitation to register for this year's sure-to-be-fantastic educational conference set to take place against the backdrop of the beauty of New England.

We are very excited to have some incredible speakers scheduled for our conference this year, such as Patricia McConnell, Ray Coppinger, and Risë VanFleet. These three world-renowned and respected speakers are just the tip of the iceberg of amazing presenters we have planned for this year's event.

We are expanding the offerings by including day-long sessions, which is in direct response to member and attendee feedback. You talked and we listened. It is our ongoing mission to bring canine professionals and enthusiasts the most comprehensive educational offering available.

The conference will also be hosting a portion of our web-based certificate courses, which will create a dynamic learning experience for participants. Attendees will do a portion of their coursework via an online interface and will finish with an in-person session at the annual conference to round out the learning experience.

In addition to the annual educational conference, we are continuing to offer and expand our online educational opportunities. Starting June 1, and back due to popular demand, Gail Fisher will be offering her Canine Social and Psychological Development course. This was so well received we knew that once was not enough. The last one sold out, so don't wait too long to sign up. You don't want to miss this opportunity again.

Two other courses that are currently only available through the APDT are:

- *The Genetics of Canine Behavior* with Jessica Hekman, DVM, running July 18 to August 7. (www.apdt.com/education/courses/details.aspx?cid=120)

- *Aggression and the Law: What the Trainers Need to Know* with Heidi Meinzer, July 24 to August 14. (www.apdt.com/education/courses/details.aspx?cid=121)

By now you may have started noticing some of the refresh that our website has gone through and will continue to experience throughout 2014. As I mentioned in my last letter to the membership, we are working to bring the association into the 21st century. Along with the web redesign, we modernized our membership levels to better reflect the mission of the association and meet the needs of canine training professionals. We are very pleased with how well the switch-over has gone and the positive feedback we have been receiving. We will continue to strive to enhance our member benefits and offerings in addition to building stronger name recognition among allied professional organizations and the public at large.

You, our members, are the most valuable asset the association has and we want to partner with you to create more public awareness in your individual communities. You know your communities best, so we have made available a variety of templates you can use to get the word out about the benefits of working with a member trainer. This, in turn, can help grow public awareness of the APDT as well as enhance your individual business. Please visit www.apdt.com/m/benefits/handouts/default.aspx to find a variety of materials for member use.

If you have been thinking you'd like to become more involved in the success of the association, volunteering is a wonderful way to get your feet wet, get a sense of what it is really like, and learn how you can best serve your fellow members. We also have volunteer positions available through the independent APDT Foundation. Visit www.apdt.com/m/benefits/vol/ to find available positions within the APDT and www.apdtfoundation.org/contact/volunteering for the Foundation.

As chair of the Board of Trustees, I am continually impressed by our volunteer and professional staff and the amazing work they do to bring our membership the most comprehensive programs and services. With the fantastic team working diligently behind the scenes, 2014 is set to be one of the best years yet.

See you all in Hartford!



Member News



Mychelle and Kaylee

New APDT Website

At the time I'm writing this article, we are putting the finishing touches on our brand new website design, and it will be live when you receive this issue in your hands. We're very excited about the new site and it's a modern, fresh design that matches our new logo well.

There are many improvements, but some of them include:

- A completely new look and design with colors that match our updated logo.
- New mobile-friendly layout and responsive design that allows the website to be viewed on a variety of devices including phones and tablets.
- An improved navigation design that will make it easier to find information on the site. We have also reorganized many of the sections to create a better user experience.
- Various performance and speed enhancements to allow for faster loading times.
- We've expanded some of the sections such as education and information for pet owners, and more will be added in future months.
- We've enhanced social media sharing options throughout site to allow for more cross-promotion of the information we provide to trainers and pet owners.

I hope you take the time to check the new site out and give us your ideas for improvement. It's still a work in progress, and we're hoping to add much more over the next several months and into 2015.

APDT Conference Scholarships

We're also very excited about a new program to help members and others attend the conference. Check out the detailed information on page 7 and on the website. The deadline is coming up soon, so be sure to apply! Dogwise has generously provided funding for the Dogwise Shelter Scholarship to help shelter staff and dedicated volunteers attend to the conference. This particular scholarship is open to non-members as well, so if you know of any wonderful shelter staff members or volunteers, please let them know about this new option.

Interested in Research?

I recently came across a website that I wanted to promote to the membership (and I have no connection to it whatsoever!) DeepDyve.com is a great site if you'd like to get information on a particular study but don't

www.APDT.com

want to pay the download fees that many journal sites have. You get to "rent" an article for five minutes, which allows you to quickly read through the article to see if it's something you might want to spend more time on, or at least confirm some questions you may have from reading the initial abstract. The site also has various plans you can purchase that allow for longer rental periods and even downloads. And they have a handy feature you can set up that will email you notifications about new articles that fit your interest areas. If research is something you're passionate about, or you're just starting to learn more about it, I recommend checking out DeepDyve.com.

Important Dates

Several important deadlines are coming up this summer:

- Deadline to submit a proposal for the 2015 APDT Annual Conference & Trade Show in Dallas, TX – **June 30, 2014**
- Deadline to submit a proposal for an "APDT Short" presentation for the 2014 APDT Annual Conference & Trade Show in Hartford, CT – **June 30, 2014**
- Deadline to submit an application for APDT Conference Scholarship and Dogwise Shelter Scholarship – **July 1, 2014**
- Early bird pricing for the 2014 APDT Conference ends – **July 31, 2014**
- Deadline to submit a research poster abstract for the 2014 APDT Annual Conference & Trade Show in Hartford, CT – **July 31, 2014**



From the Editor

Adrienne Hovey
Editor in Chief

Ways That Being a Dog Trainer Has Made Me Better – And Ways That I Still Forget Sometimes

Recently I had the opportunity to reflect on a powerful way that becoming a dog trainer has made me a better, more patient, more forgiving person. It started when I entered my dog in a mock K9 Nosework trial, a common precursor to competing in an actual Nosework 1 trial. We were admittedly unprepared as a team. I had not attended class in some time, and had only been doing Nosework for fun around my house when I needed to occupy my dog, not with any particular end goal in mind. I entered the mock trial to assess our readiness for competition, but with the awareness that we were almost certainly NOT READY. For anyone who isn't familiar, there are four components to a level 1 trial. For each element, the dog must find the source of odor and be able to indicate precisely where the scent is hidden. Two elements are indoors and two are outdoors. We had not practiced outdoors in many months, so I assumed these would be our biggest challenges. I expected that the indoor elements would be easier, particularly the one where the dog has to search a number of identical boxes to find the one with odor in it. (My dog had done spectacularly well at an odor recognition test over the summer, which is only a search of boxes; in my mind, we had boxes down pat.)

Well, the boxes came first, and we failed miserably! I was shocked to watch my dog incorrectly indicate on TWO different boxes before the judge kindly pointed me to the correct one. The other indoor search was difficult, but I did somehow figure out what my dog was trying to say as he furtively sniffed around the wheel of a cart. Even though this was technically a correct find, the judge pointed out that my dog never did "indicate" on the scent. I had merely made a very good (and very lucky!) guess. So, halfway through our mock trial, we had "failed" the two elements I thought would go well.

We got a brief break, and then had to search outdoors, first on vehicles, and then in an open space (in this case, a playground). I will not bore you with the details. The short version is this: In both cases, my dog immediately went to work, as though it had not been more than six months since the last time we had practiced this. He worked hard and fast, and in both cases brought me to within a few inches of the source of odor within less than a minute. Ultimately, we were not able to zero in on the exact location of the odor, so we did not pass these elements. And yet, I was elated! My dog had worked



Adrienne and Cruzan

beautifully after many months of not practicing. He had performed beyond my wildest expectations.

And now to my point about being a better person because of dog training. I am ruthlessly competitive. I want to get straight A's, be the fastest, best, or strongest competitor in everything I try. And somehow, after "failing" each element of this test, I left that cold, rainy field feeling immense pride in my dog and myself. He performed better than I ever dreamed he would in the places I thought he would struggle. And yes, he struggled where I thought he would sail through easily, but we both learned a great deal from those experiences as well. Even if it had been a real competition, I would have celebrated these victories as much as I did in this mock trial, and happily congratulated those whose dogs did pass the test.

In school I learned that "you train the dog who shows up," and every time I work with a dog, I am proud of whatever little obstacle has been overcome. I no longer care about first place, trophies, or being the best. I care about progress, which sometimes comes in tiny increments, and the little victories that we win every time we collaborate effectively with our dogs.

Now, for the part where maybe I didn't do so great. In my last column I chastised the Chronicle survey respondents for not reading certain columns, in particular the Member Profile and Business Profile. What I should have done was taken a good hard look at why those columns aren't being successful — maybe even asked you all to tell me what you might like to read in those columns, instead of assuming that the problem was with the readers. I hope it's clear that I am not comparing you to dogs! I am comparing myself to a trainer who throws up her hands and gives up when her first strategy does not work, rather than examining the situation and saying, "What is wrong here? Why isn't this working?" So, readers: What would you like us to be asking members in the Member Profile? What would you like to learn about successful business owners in the Business Profile? How can we make those columns more appealing to you? Please email me at adrienne@apdt.com and let me know what you think.



APDT Conference Scholarships

The APDT is pleased to announce two new scholarship programs for the APDT Annual Conference. Full details are available on the APDT website. The deadline for submission is July 1, 2014.

The APDT Annual Scholarship Fund

The Association of Professional Dog Trainers Annual Scholarship Fund is intended to allow members to attend the APDT Annual Conference who may not otherwise have the funds available to do so. The scholarship will cover the registration fee for four full days at the conference. It does not cover additional expenses such as travel and hotel. Three scholarships are available in 2014.

Eligibility

Eligibility for the scholarship will include all active professional and premium professional APDT members with the exception of members of the APDT Board of Trustees and the APDT Foundation Board of Trustees. Members of the APDT Conference Scholarship Program Committee applicants are not eligible. Applicants must be a current active professional or premium professional member for at least one year AND during the year in which the scholarship is awarded. Affiliate and Supporting members are not eligible to apply. If an applicant is chosen he/she will not be eligible to apply again for five years. The APDT business office will maintain a listing of all scholarship awardees.



Dogwise Shelter Scholarship Program for the APDT Annual Conference and Trade Show



This program is designed to allow staff and dedicated volunteers of companion animal shelters and rescue groups to attend the 2014 APDT Annual Conference in Hartford, CT, and receive the educational and networking benefits of attendance. The scholarship will cover the registration fee for four full days. Three scholarships are available in 2014.

Eligibility

Applicants must be either paid staff of a private or public companion animal shelter or a dedicated volunteer of a private or public shelter or a 501(c)3 rescue group. Members of the APDT Board of Trustees, the APDT Foundation Board of Trustees, or Affiliate members are not eligible. Members of the APDT Scholarship Review Committee are not eligible.

We thank Dogwise for their generosity in sponsoring this scholarship program!

For more information on the programs and to download application forms, visit the APDT website at www.apdt.com/about/prog/awards/.

The deadline for submission is July 1, 2014. Applicants who are chosen will be notified by August 15, 2014.

Nominations Committee Report

Don Hanson, Nominations Committee Chair

The APDT Nominations Committee is charged with the responsibility of: 1) meeting annually to develop and review nomination criteria for prospective candidates for the APDT Board of Trustees (BOT), 2) actively recruiting candidates to run for the APDT BOT, and 3) verifying that all recruited and self-nominated candidates meet the criteria established for candidates for the APDT BOT. The process developed for their work and the criteria that they use are based on best practices for membership associations as provided by the American Society of Association Executives (ASAE) and the Center for Association Leadership.

The APDT Nomination Committee is appointed by the Board of Trustees. Members of the Nomination Committee have been selected because of their knowledge and experience with board service for organizations with a similar scope and size to the APDT. The current Nomination Committee consists of a past APDT executive director (C.J. Bentley), a past APDT trustee (Laura Van Dyne), and three past APDT board chairs (Teoti Anderson, Gail Fisher, and Don Hanson).

We are looking for prospective candidates who support the APDT's core purpose: To advance excellence in the profession of dog training and behavior consulting. Additionally, we seek candidates who:

- 1) Are recognized as successful dog training and behavior professionals, either full time or part time, by themselves and with others.
- 2) Are committed to continuing education and credentialing through recognized certification programs and encourage their colleagues to share this commitment.
- 3) Treat all with honesty and integrity and conduct business with professional ethics and respect.
- 4) Recognize that APDT members come from diverse backgrounds and work in varied environments and that the APDT is open and welcoming to all who want to learn and share our values.
- 5) Work collaboratively with colleagues and other allied animal professions.
- 6) Are actively involved in their local communities.
- 7) Are actively involved in the APDT and its programs (online community, educational webinars, APDT C.L.A.S.S, annual conference, APDT task forces/committees).
- 8) Have taken the time to become familiar with and support the APDT strategic plan.

- 9) Will commit to the time and energy necessary to meet their obligations and responsibilities if elected.

We are looking for candidates who have comparable business or non-profit experience. Although the APDT is a 501(c)6 non-profit association, we are in fact a business, and need a Board of Trustees with experience in strategically directing an organization similar in size and scope. As professional associations go, we are small, but with almost 6,000 members, an annual budget of \$1.2 million, and a paid professional staff of five, we operate at a different level than most local clubs or boards. The Board and the APDT professional staff work collaboratively to develop a strategic plan and policies that support the APDT's mission. The professional staff are charged with managing and implementing policies and program.

We are looking for prospective candidates who have the temperament and personality to successfully work collaboratively for a common vision. Successful candidates will know themselves through instruments such as the Myers-Briggs Type Indicator (MBTI) assessment. They will have exceptional written and verbal communication skills with an emphasis on listening. The ability to analyze data and to make sound business decisions, which may not always be popular with some members, is important. Lastly the ability to debate, reach a decision, and then actively support the decision of the majority, even if you were in the minority, is essential.

This Year's Candidates

The Nominations Committee will review information provided by each prospective candidate before they are interviewed by a panel of at least three nomination committee members. This process will be used to develop a list of recommended candidates to present to the membership. The committee will recommend at least one prospective candidate per open Board position.

This year there are three Board positions available; one for a 2-year term, and two for a 3-year term. Prospective candidates that have gone through the process and are not recommended by the Nominations Committee will be advised on skills and experience they can obtain to make them a successful prospective candidate in future elections. They also have the option of running as a write-in candidate if they choose to do so.



Seeking Board Members for the APDT Foundation

The APDT Foundation's Board of Trustees provides organizational leadership and vision, maintains high ethical standards in accordance with our values, engages in effective planning to grow the foundation, and develops fundraising strategies to increase foundation resources. The APDT Foundation is an independent entity from the Association of Professional Dog Trainers and is a registered 501(c)3 charity. The Foundation's mission is to support applied scientific research of domestic dog behavior and training and facilitate the outreach of this information to canine practitioners and their clients.

We are seeking qualified candidates to serve on our volunteer Board of Trustees:

In particular, we are looking for people who meet one or more of the following criteria:

- Energetic and entrepreneurial business people, who are not already overextended with other commitments, eager to put their enthusiasm for improving the lives of dogs to work for us.
- Community leaders and philanthropists willing to engage their peers in support of our mission.
- Individuals with significant board and fundraising experience who are passionate about enhancing the human-animal bond.
- Professionals with experience in marketing, public relations, strategic planning, fundraising, capital campaigns, event planning, accounting, and administration who want to put their skills to work to further our mission.
- Prior experience on a non-profit or corporate board is desirable but not necessary.

If you would like to be considered for the APDT Foundation Board of Trustees, visit the foundation's website for further information and an application form at www.apdtfoundation.org/contact/volunteering/board-of-trustees.

Call for Poster Submissions 2014

The call for poster submissions for the 2014 annual conference is online at www.apdtfoundation.org/awards-and-grants/poster/default.aspx. The deadline for submissions is July 31, 2014. We are pleased to announce that Business Insurers of the Carolinas is our exclusive sponsor for the poster prizes for this year's poster session at the annual APDT conference.

www.APDT.com

APDT Auction and 5K Fun Run/Walk in Hartford, CT

The APDT Annual Auction will be held at the APDT Conference in Hartford, CT on Friday, October 17. If you are going to be in Hartford, please join us for this fun evening event! We are also seeking donations for the auction. Visit www.apdtfoundation.org/donations/auction/ for information.

The Foundation is also very excited to hold their first 5K run to raise funds. The event will take place on Saturday, October 18 in the morning on the beautiful river walk outside the Connecticut Convention Center. You can get full details and register at www.apdtfoundation.org/events/.

We are also seeking volunteers to help out at both events. The volunteer application can be found at www.apdtfoundation.org/contact/volunteering/.

Have You Visited the APDT Foundation Website?

We encourage you to visit our website, which has many new features including:

- Memorial e-cards to make donations in a memorial or honor of a person or pet.
- Video and photos from our 2013 Scientific Poster Session. Abstracts of all poster submissions from 2013 and 2012 are included as well.
- Abstracts for all of our current research grantees and information for future grant proposals.
- Links to all of our social media sites on Facebook (www.facebook.com/APDTFoundation) and the LinkedIn company page (www.linkedin.com/company/the-apdt-foundation).
- Donor information for our annual auction and volunteer information.

Do You Shop at Amazon.com?

If you shop with Amazon.com, consider donating with your purchases through the AmazonSmile program. Amazon will donate 0.5% of the price of your eligible AmazonSmile purchases to the APDT Foundation whenever you shop on AmazonSmile. To use AmazonSmile go to smile.amazon.com, search for the "Association of Pet Dog Trainers Foundation" and designate the APDT Foundation as your charity of choice.



Member Profile

M.J. Glasby, APDT Administrative Coordinator, Editor



Kate and Bandit

Kate Anders

Business Name: Pretty Good Dog

Location: Minneapolis, MN

Email: kate@PrettyGoodDog.com

Phone: 612-208-8840

Website: www.PrettyGoodDog.com

Tell us a bit about yourself and your business. What kind of training do you do, what is your facility like, and what types of services do you offer?

I launched my business, Pretty Good Dog, at the end of 2010 when the animal shelter where I'd been running the behavior and training program was forced to close. I offer private consulting and work out of my home. I also teach group parent education classes at a couple of locations around town. Although I got my start teaching basic manners classes, these days I do mostly behavioral consulting and Dogs & Storks™ parent education. I've become the go-to person in the Twin Cities for kid-dog conflict cases and frequently collaborate with our local veterinary behaviorists, veterinarians, and fellow behavior and training professionals in the area to provide a team approach to tackling these difficult situations.

How did you become a trainer? What educational background do you have?

I owe my start to my parents, whom I convinced as a child that I was responsible enough to have a dog. They agreed as long as I trained the dog. I earned several obedience titles on my childhood mixed breed — which was no easy feat back when most organizations required you be showing a purebred. Knowing something about training meant that, as an adult, when my husband and I got our first dog as a couple, I already expected to take classes. The Twin Cities Obedience Training Club offered both coaching for me as a dog owner and an opportunity to apprentice and assist with training classes. I landed a full-time job running the behavior and training program for a small local humane society and was lucky enough to have a number of wonderful mentors. Books, DVDs, seminars, workshops, and hands-on learning round out my patchwork education. My BA in geology has, amazingly, also proven helpful by giving me a leg up in processing the hard science and latest research I find myself drawn to follow. Above all else, I've learned most of what I know from my clients — both canine and human.

What do you find particularly rewarding, and particularly challenging, about the work you do?

As a behavior consultant specializing in working with families, I often have clients in very difficult or downright impossible situations. I use every ounce of compassion and empathy I have in some of my consults, and end up very connected with both human and canine clients. The emotional work required is by far the most challenging part of my job. I have had more than one client to say to me that I have the hardest job in the world. At the same time, being able to be present and supportive for my clients is the most rewarding part of my job. I find the greatest rewards come from the most challenging situations.

What does being a member of the APDT mean to you?

I see myself as a part of a team of dog experts working towards raising the professional standards for care for our clients and advancing the positive training movement. The APDT is a community, an educational resource, a networking platform, and a beacon for both dog owners and dog professionals alike. I spend all year looking forward to the annual conference and am constantly amazed at both the personal and professional relationships I've built as a result of my membership.

Where would you like to see the dog training profession in 5, 10, or 15 years?

I am a total credentialing nerd. I'm a CPDT-KSA and will hopefully have my CBCC before this article is published. I would love to see both the dog training and behavior consulting industries continue to move towards professionalism, and I feel that the creation of rigorous credentialing systems is one step in the right direction. It would be wonderful to see our industry regulated, but in the meantime, I hope a critical core of behavior and training experts continues to step up and jump through credentialing hoops like those developed by the CCPDT and IAABC. Not only do these certifications legitimize our collective work as dog experts, but they ultimately benefit both ourselves and our clients. I picture a world where vet behaviorists, veterinarians, certified behavioral experts, and certified trainers all collaborate to best meet the needs of dogs and their people in our communities.

What's one skill related to dog training that you've had a hard time mastering?

Valuing my time. I have empathy in spades, and that can make it difficult to remember that I can help the most people and dogs only when I take care of myself first. As a business owner this translates into making sure I get paid for my time. While I've gotten much better at stating my rates and not rounding down my time at the end of a long consultation, I still struggle with a desire to go the extra mile for clients even when off the clock. Being aware of a challenge is the first step to making a change, and while I would not declare myself a master of sales just yet, I see improvements all the time.

What's the last non-dog-related book you read? If you can't remember, who is a favorite non-dog-book author?

Once Upon a River by Bonnie Jo Campbell is what I'm just now finishing. Although not about dogs, there are a handful of dogs that sneak into the story and play a beautiful supporting role. Campbell's writing has absolutely delighted me, though the story is not a particularly easy one. The heroine is outstanding.

What do you do when you aren't training? Hobbies, favorite TV shows, etc.?

Parenting is such a huge part of my life that I might even say running my business is what I do in my spare time. I enjoy Ultimate Frisbee and have played for about

15 years now. I do some distance running and love the outdoors. My amazing husband and I can often be found daydreaming or reminiscing about our travels in the Boundary Waters Canoe Area in Northern Minnesota. Board games, playing with power tools, and painting cool things on the walls of my son's room are also favorites.

What has being a dog trainer taught you about life? How has being a dog trainer influenced the rest of your life?

The longer I work as a positive trainer, the more clearly I see how the lessons I teach cannot be limited to our relationships with dogs. All these wonderful concepts are spilling over into every corner of my life. I encourage rather than discourage, focusing my energy on the things that are working rather than things that are going wrong. I try to listen and trust, even when I don't fully understand. I celebrate small steps towards big goals and try to live in the moment. Dogs and dog training are all about enjoying the process and loving the journey — and really, what more universal lessons are there in life?

What's one thing that surprises you about being a trainer, or that you didn't expect before you started?

The longer I work in the industry the more I realize that I do what I do because I love people, rather than because I love dogs. While it is important that a dog trainer or behavioral consultant be fond of dogs, I am not sure you can survive in the industry without loving people.



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The Write Tools for the Job

Dog trainers spend a lot more time at their desks than people realize. If, like many of my clients, you're frustrated by the amount of time you spend with your hands on a keyboard instead of a clicker, it may be time to assess the paperwork side of your business. Client-based paperwork — interview forms, write-ups or reports, homework sheets — can easily become a burden for a busy trainer. Here are some ways to make the most of these tools for your clients while minimizing their impact on you.

Pre-Consult Questionnaires

There are compelling arguments both for and against requiring clients to fill out questionnaires prior to the initial consult.

Questionnaire Pros

Using a pre-consult questionnaire can decrease the feeling of walking into a new situation blind. The questionnaire provides more information about the dog, family, and training or behavioral issues without spending additional time on the phone. It allows you to prep more fully for the interview, and lowers the likelihood of being taken aback by a problem brought up at the consult.

Some trainers cite screening for client compliance as reason for requiring questionnaires, the logic being that a potential client unwilling to answer a few pages of questions isn't likely to follow training directions or get her homework done.

Pre-consulting paperwork also creates a record of the dog's issues in the client's own words and hand. Should you ever need it, you can prove what was and was not accurately reported to you.

Questionnaire Cons

The biggest drawback to asking clients to fill out paperwork before they can see you is that they might not see you. From a business perspective, you usually want access to your services to be as easy as possible, and a questionnaire can act as a roadblock. Asking people to jump through any hoop, however potentially beneficial, to access your expertise may not serve your business, the clients, or their dogs. Should a potential client be put off by the request, or should she simply procrastinate or, like most people these days, be terribly busy, you stand to lose business.

And it is not necessarily true that failing to complete a questionnaire indicates a lack of future training compliance. While past behavior is generally a reliable indicator of what to expect next, a logical case has not been made between filling out paperwork and doing one's training homework. First, these are two different types of tasks. Second, it is part of our job as trainers to create compliance — by inspiration, by designing training plans to fit our clients' lifestyles, by creating results — and we can't very well do that if we aren't working with a client because she didn't fill out paperwork. (Interestingly, there is not a correlation in the opposite direction, either. I don't think we can make the claim that a willingness to fill out a questionnaire predicts good homework compliance!) In short, you may be weeding out wonderful clients who just didn't, for whatever reason, jump through the questionnaire hoop.

Questionnaires may not be as useful for preparation as we might think, either. While the information on a client questionnaire may give us more to prepare with, it can't be considered fully reliable. It will still be necessary to undertake a client interview to flesh out answers and gain a full picture of the issues at hand. Given this, it may not be a true time saver for trainers, and may be a source of irritation to clients having to answer a question they've already written an answer for.

So, should I use one?

That depends. If your business is thriving and you've got a waiting list, then maybe. A questionnaire in this case may help weed people out in a useful way. It's not that those who didn't fill out your questionnaire would have made poor clients. But very busy trainers with a full dance card sometimes find losing potential sales to the paperwork requirement is actually helpful.

If your caseload includes serious aggression cases, a questionnaire may provide extra liability protection by providing a written record of what the client did and didn't share with you, and give you additional information to use in deciding whether to take the case. Alternatively, however, you could have clients sign off on your notes from the initial consult.

If you tend to be nervous about approaching new cases, and having the additional information from the questionnaire makes you feel more comfortable walking into the initial consult, it may be worth risking the downsides until you've built your confidence. But no matter how well developed and detailed the questionnaire is, you should prepare for the unexpected.

Clients don't always prioritize, see, or understand things the same way we do, and some surprises are inevitable.

Bottom line: The majority of trainers do not need to use a questionnaire and may be ill-served by asking clients to take additional steps before gaining access to training.

If you use one

Short of the exceptions above, if you use a questionnaire make it optional rather than mandatory to avoid losing a potential client's business.

Keep it short, easy to fill out (use check boxes wherever feasible), and on topic. Avoid asking questions that are not useful for assessment or prognosis.

Write questions to elicit description rather than interpretation. Description — what the dog does and when he does it — is more useful than the client's interpretation of what he's doing or why. (A client's perspective is important to know, but easy to get. They're likely to share it on the phone, in the questionnaire, at the initial consult. What's harder to garner is what is actually taking place.) How you ask a question can be the difference between getting an answer like "I think he was mad because I'd been away for three days" and "I took his pig's ear and he bit my arm." Clearly the second is of much more diagnostic use. To elicit descriptive answers, ask questions like "What does your dog do when you...?" instead of open-ended questions such as "What happened?" This is another place check boxes can be helpful.

Post-Consult Reports

Some trainers give clients post-consult reports, some do not. Some do so only after the initial consult, while others put a write-up together for each session. There are no hard and fast rules here, nothing professionally required. But here's what we recommend:

Produce a short report after each initial consult. This is imperative for creating a written record of your assessment and recommendations for aggression cases. But it can also be helpful for any kind of case, even basic manners or house training. Clients can be easily overwhelmed by the information given to them in a typical appointment. Having something to refer back to can help reinforce the main ideas and keep clients on track over the coming week.

Your reports can also be used as a marketing tool. With your client's permission, send a copy of each report to the client's veterinarian along with a cover letter. Your reports can convey your professionalism and expertise better than any brochure or flier possibly could. I've seen many trainers land new referral sources with professional reports — even vets adamantly committed to a different trainer or who refused to give any referrals at all. (Vet reports needn't be limited to behavior cases — use them for obedience and manners work, too.)

Keep your reports short. Really short. No more than two pages, with plenty of white space and headers and bullets. Clients are much more likely to read and use what you give them if it is not overwhelming. Veterinarians are much more likely to read it if it is brief and scannable. And you will spend much less time at your desk and thus more time marketing your business and seeing clients if you are not writing training novels.

Keep your reports to the basics — assessment of areas of concern, prognosis, management recommendations, and a basic summary overview of the training approach. This is absolutely not the place to lay out the training plan in step-by-step detail. Doing so can not only intimidate clients, but sometimes give them the impression they could maybe try it on their own — without you. This is not only bad for your bottom line, it sets the client and dog up to maintain the status quo they called you to change.

Write-ups after each session are a good idea in aggression cases in order to maintain a strong paper trail. For other situations, homework handouts will do the trick.

Written Homework

Having a written version of their homework after each session is helpful for most clients to refer back to. But there are some pitfalls to avoid.

Keep homework write-ups short and to the point. One to two pages maximum, with plenty of white space. Use numbered lists, bullet points, and section titles to make the handout easy to read and use. Avoid the inclination to include detailed essays on learning theory, training techniques, and so on — these sheets are for lay dog guardians, not fellow trainers. (It's not that understanding basic learning and training principles isn't important — just keep things brief, simple, and immediately applicable to the week's goals.)

Whenever possible use pre-written, standardized homework handouts to save yourself time. You can personalize the templates for a particular client if need be, but stay away from writing up unique pieces for each client after each session — this is not sustainable for a thriving business.

Give clients only those handouts that pertain to the topics you covered. You may be tempted to share all the handouts in your repertoire, but don't. Less is more when people are learning something new. Don't overwhelm or distract clients with additional information when you want them to focus on their instructions for the week.

Get the client involved. Hand your clients a branded homework note sheet and a pen ten minutes prior to the end of each session. Review their homework, asking them to write it down in their own words. Even better is to ask them to review it for you: "What are the three things you'll be working on this week?" Ask them to

Continued on next page

review verbally with you and then to write notes for themselves. Education research suggests this is a very powerful learning technique. It also provides you an opportunity to check your clients' understanding — and to save yourself some desk time.

General Advice

Brand, brand, brand

Everything you hand clients should be branded with your business name, logo, and contact information. Visual consistency is key — all your written material should be easily recognizable as coming from your business. Use the same colors and fonts (and keep both to a minimum), and consistent layouts.

Standardize

Use standardized handouts and templates for all your paperwork to keep desk time as efficient as possible.

Less is more

Avoid long versions of anything when a short version will do. Remember that most clients are not behavior and training junkies. They are busy people who need help with something — in this case, training their dog. They are not looking to become professional trainers or gain a thorough understanding of learning theory and dog behavior. They just want some effective relief. Dole out the information you think critical in small enough batches that clients can take it in and act on it. This might be different for each person, and occasionally you'll get a client hungry for every bit of reading material you can offer, but for most people less truly is more.

Choose wisely

There are no rules here — no governing body to tell you what paperwork you must use when. So think about your goals for clients, for your own time, and for your business. What paperwork best suits you, your business, and those who have called you for help?

Veronica Boutelle, CTC, MAEd, is founder and co-president of dog*tec and author of **How To Run a Dog Business: Putting Your Career Where Your Heart Is** and co-author of **Minding Your Dog Business: A Practical Guide to Business Success for Dog Professionals**. dog*tec provides business consulting services for dog pros and a suite of business products, including the original **Business Toolkit for Trainers** and the **Homework Toolkit**. For more information visit www.dogtec.org. Veronica can be contacted at veronica@dogtec.org.



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Pacific Northwest Trainers' Network



Mary Majchrowski, CPDT-KA

One of the most exciting things I've done as a dog trainer recently didn't happen in a group class or a private lesson. It didn't even involve a dog, or a client for that matter! Over the past few months I have worked to establish a local APDT-based networking group, and it has been an amazing experience.

It seems kind of crazy. Can we really be better dog trainers by interacting with our competitors? If you haven't been part of one of these groups, you might be surprised to learn that the answer to that question is, without a doubt, yes! Trainer networking groups can have a variety of benefits for the trainers, their businesses, our clients, and the community.

With the downturn of the economy, my family has made several moves over the last few years. Those moves have taken us across the country — from Colorado to Maine, to Florida and to our final destination, Portland, Oregon. I've been forced to restart and grow my business from the ground up multiple times, which has been challenging, but a learning opportunity as well. While we lived in South Florida I became part of a well-established APDT networking group and was able to experience how rewarding a group can be. Upon moving to the Pacific Northwest it was one of the first things I looked for. But the only thing available was a fairly inactive Yahoo! list. There wasn't a group that met face-to-face, which is what I really was after.

After some careful thought I contacted a Portland trainer I had met and asked her if she would be interested in starting a more active in-person networking group. She was enthusiastic about it, so we got together and began to brainstorm. We made some initial decisions, which were confirmed by the group at our first meeting this past September. We decided to welcome both APDT members and non-members, as well as to allow those who didn't make their living as professional trainers but had an interest in the field. We wanted the group to be open to different levels of experience and background. One of the hardest decisions was to allow non-positive reinforcement trainers, a choice we hope will encourage all trainers to learn from each other.

The next steps were the most time consuming, and involved finding a location for our first meeting (a local veterinary clinic was willing to host the group, and provided a private, comfortable, and neutral space, as well as a relatively central location), selecting a date and time, and creating a list of area trainers to invite. The list was a challenging task. While not very complicated, it did require some organization and quite a few late nights of combing websites. I pulled email addresses from the APDT trainer search (by zip code) as well as the CCPDT. I also did a Google search for "Portland Oregon Dog Trainers." I used an Excel spreadsheet to keep track of everyone, as well as to prevent duplicates.

After about a week I had a list of over 100 email addresses and an introductory letter I felt was engaging

enough to pique their interest. I created a Facebook page for the group (and kept it a “closed” group to protect business privacy). Next, I pasted the introductory letter into an email, outlining what the group was about, when the first meeting was, and the steps to take to become a part of it, whether a trainer could make it to the first meeting or not. With some trepidation, I hit the “send” button.

The first response came merely minutes after the email went out. Within the hour I had several replies, and was rewarded for my efforts with some very positive, excited feedback. It turns out I wasn’t the only one craving a local networking group. Others were feeling the need to connect, and looking forward to the opportunity to meet, learn, and network with one another. Within one month we had over 40 trainers join the group.

The first meeting was upon me quickly. I purchased cookies and drinks, and brought chairs to supplement the ones in the clinic lobby. (I didn’t think about name tags, but wish I had.) The first few trainers arrived, then a few more. By the time we got going the room was full of eager anticipation from 18 attendees! I began the meeting by introducing myself, and Jenn Fiendish, my co-founder. I talked a little about why I formed the group and what we would do that night — introductions with discussions about what services we each offer. It was fascinating to hear the diverse backgrounds, experience and specialties within the group. There were trainers who were just getting started, and trainers with over 20 years’ experience who have worked with thousands of dogs. There were individual business owners, and those who work for training facilities, pet supply chains, and animal shelters. We had pet dog trainers, service dog trainers, behavior consultants, gun dog trainers, trick and sport trainers, and a board-certified veterinary behaviorist (DACVB). The first meeting was well attended and well rounded.

The group has grown even larger in the few months since that first meeting. There are now almost 70 members. We have had fantastic input as to what the group could do, from becoming a high-profile resource for veterinarians and rescues looking for training assistance to educational opportunities such as bringing in speakers for CEUs. Some will be realistic, and others would require too much time, organization, and money to tackle right now, and are simmering on the back burner.

The monthly meetings for the next year will continue to alternate on Sundays and Thursdays, as we try to accommodate as many trainers as possible, and learn what days and times make the most sense for the best turnout. We have a simple mission statement to guide us, and hopefully keep us on track:

The Northwest Professional Dog Trainer’s Association is an organization dedicated to the betterment of area trainers through networking, support, education, and community service. All dog trainers and related professionals are welcome to join.



Now that the group is up and running, the main work involved in keeping it together is managing the email list and Facebook group (which gets more challenging as it grows from a size where I recognize most of the names to one where I don’t), setting meeting dates and finding locations to meet, sending invitations and reminders and tracking RSVPs, and running the meetings to keep the large group on time and on topic. We have kept a tally of services offered and methods used by trainers who have come to meetings, which will hopefully assist us in directing referrals as time goes on.

There are exciting topics planned for some of our meetings, including “Small Dog Training Tips,” “Client Communication and Compassion,” and “When to Refer and the Role of Veterinary Behaviorists.” I’ve also been building a list of conversation-starting questions for meetings that aren’t supported by topics (anything from “What problem behavior do you feel you are best at solving?” to “What breed(s) of dog do you own and why?”). At our December meeting we discussed enrichment, and made tug toys for local shelter dogs while we talked! I believe we have some exciting, entertaining, and educational meetings ahead of us.

While starting a networking group has been challenging, it has been more than worth the effort. I have met some wonderful colleagues, strengthened relationships that already existed, and I am continuing to learn from trainers with backgrounds and businesses that are both similar to and very different from my own. I am excited for an opportunity to socialize with like-minded professionals each month, who see dogs and their owners in the unique light that trainers do. I hope we can educate new trainers and those who are open to crossing over to more positive-based methodologies. I have seen relationships form and networking happen, even in just these first few months, and look forward to more of that. The Northwest Professional Dog Trainer’s Association has moved from idea to reality, and it’s more than I could have hoped for, thanks to the participation of so many of the wonderful trainers here in Oregon and southern Washington.

Mary Majchrowski, CPDT-KA, has been training for close to 20 years and owns Bravo Dog Training in Portland, Oregon. Mary teaches private lessons, group classes and board and train programs, focusing on moderate to severe behavior problems. She can be reached through her website www.mybravodog.com or by email at mary@mybravodog.com.



Behavior Case Study: Fearful and Reactive German Shepherd

Renee Premaza, CDBC

Case Information

Subject: Marco

Age: 8 months old

Breed: German Shepherd

Sex: Male, intact

History

Presenting complaints:

- Fearful and reactive toward adults, children, and other dogs
- Chases the family cats upstairs
- Nips at elderly grandmother's feet when wearing fluffy slippers
- Barking and fence-running when neighbor's dog is outside
- Will not come when called from the backyard

Acquired from and age at time: Reputable breeder at 8 weeks.

Medical history: Up to date on shots, deworming, flea/tick preventative.

Household: Mother (Inez), adult son (Adam) and 85-year-old grandmother (Maria). Inez's fiancé (Bob) visits frequently but does not live at the house.

Other animals: Two cats.

Diet: Innova puppy food, scheduled feedings twice per day.

Behavioral History

Marco was purchased from a reputable breeder from whom the family acquired their last German Shepherd. The owners met Marco's mother but not the father. His litter was the result of a first-time breeding. The owners are experienced with the breed.

Marco was wary of people as a young puppy. During the Christmas holidays, he barked at a male guest "for no apparent reason." He showed no interest in socializing with visitors and found comfort in his crate until everyone left.

Marco was attacked by a loose dog when he was 14 weeks old. Adam scared the dog away. No injuries

resulted, but after the incident, Marco showed extreme reactivity to all dogs.

At the advice of their veterinarian, the owners did not walk Marco outside or attend a puppy class until he received all of his shots. At 16 weeks, they enrolled him in an adolescent group obedience class. Marco barked anytime people or dogs got too close. He learned his obedience cues well. After he graduated, their trainer advised them to enroll in a Reactive Rover class in the hopes that Marco would learn to feel comfortable around people and dogs. The owners reported that Marco's behavior worsened during this class, and discontinued attending.

Inez and Adam sought advice from their veterinarian and took Marco to his office. Marco's hackles were raised, and he barked and lunged at the vet. Disturbed by his aggression, the vet strongly recommended they employ his own trainer who would show them how to use a shock collar to correct his dominance. He summoned the trainer into the exam room, and Marco reacted similarly toward her. The trainer assessed Marco as being severely fearful. She recommended re-homing him, stating he would always be too difficult and untrustworthy to live with. She gave them the option of training with a shock collar but stated that during training, he would have to be crated the entire day and only be let out for bathroom breaks and exercise. The owners declined her services.

On walks, Marco could not easily be redirected to focus on his owners once distracted by adults, children, or dogs. He barked and lunged toward everyone if they got too close.

Marco demanded attention from Maria by biting her feet whenever she wore fluffy slippers. He jumped up on family members when he got excited or wanted attention. He also chased the family's cats upstairs when they attempted to enter the main area of the house, but he never hurt them.

Marco loved playing soccer with Adam in the backyard. He also enjoyed playing with plush toys. He enjoyed chewing on bully sticks and frozen Kongs stuffed with peanut butter.

Marco often went into his crate on his own, but was confined to it when left alone in the house. He was also given timeouts in it when he got too rowdy.

Observation and Assessment

Consult #1

I gave the clients instructions to have Marco leashed and held several feet away from the front door for my arrival. To avoid having to ring the doorbell, Inez opened the door for me. When I entered their foyer, Marco barked loudly at me as Adam struggled to prevent him from coming toward me. I turned away and avoided all eye contact, which did not help to calm him. Adam then put Marco on their second floor loft where he could still see below, but would not be able to come downstairs. I then entered their main living area, but sat outside of his visual range. He continued to bark furiously for about 20 minutes. Inez and Adam expressed great concern about Marco's fearfulness and reactivity and stated they wanted him to become a calmer and safer dog to live with. I explained that we would use clicker training and described the process of desensitization and counter-conditioning and that our goal was to help him feel more comfortable around fear-inducing stimuli.

Once Marco quieted down for a full minute, I charged the clicker while Adam tossed bits of boiled chicken up to him. I then took a few steps to where he could see me. Marco barked again. When he finally stopped, I clicked for quiet and had Adam tossed a chicken treat toward the farthest end of the loft to help him create distance from me. Marco ate the meat and returned to where I was standing on the first floor. Without looking at him, I slowly walked back and forth clicking and tossing him bits of chicken. It took several minutes, but he became thoroughly engaged in the exercise. I then had Adam and Inez click Marco for not barking at me as I tossed more chicken to him. We ended this meeting on a good note and scheduled our next appointment. I advised my clients to refresh Marco's basic training skills, especially Sit, Look, Leave It, and Touch using the clicker.

Intervention Recommendations

Safety and management:

- Avoid all walks until we could begin working with Marco.
- Purchase and desensitize Marco to wearing a Gentle Leader for added control on walks. I gave the owners a link to watch Jean Donaldson's YouTube video on how to accomplish this.
- If visitors came to the home, Marco should be placed in a safe room with a frozen filled Kong and a radio playing soft music.
- Purchase a wire basket muzzle for use at the vet's office, and desensitize him to wearing it by following my verbal and written instructions.
- Purchase a Thundershirt and desensitize Marco by having him wear it for short periods throughout

the day when positive things were happening, like playing, training, resting, and eating.

- Purchase a DAP collar and diffuser.
- I supplied clients with a bottle of Rescue Remedy (homeopathic calmate) to give Marco four drops twice a day, as well as 15 minutes prior to working with me.
- Make an appointment with a veterinarian I knew who knew about the importance of positive training methods so she could run blood work to determine if there was any medical issue causing Marco's aggressiveness.
- Study written and graphic handouts to learn about canine stress signals. They were also to study Marco's body language.

Behavior Plan:

- Desensitize and counter-condition Marco while doing remedial socialization with adults, children and dogs using clicker training.
- Train Marco to do one new trick every week using a trick-training book I lent them.
- Refresh Marco's basic training skills, especially Sit, Look, Leave It, and Touch.
- Introduce Karen Overall's Relaxation Protocols.
- Implement Karen Overall's Deference Program

Negative indications:

- Marco received insufficient socialization as a puppy.
- He showed early signs of being wary of people.
- He was attacked by a loose dog when he was 14 weeks old.
- The owners took Marco to a Reactive Dog class, resulting in worsened behavior.
- Marco was reactive to a wide range of triggers, including adults, children, and dogs.
- He had only negative experiences at the vet's office.
- Owner had much difficulty controlling Marco when I first entered the home.

Positive indications:

- Marco had never bitten anyone.
- Owners were committed to helping him become a calmer and safer dog.
- Marco had done well in his basic obedience class.

Continued on next page

- He responded positively to the clicker and was very food motivated.
- The owners refused to expose their dog to punishment-based training.

Consult #2

The second consult occurred one week after our first visit.

My goal was to establish a positive relationship with Marco. After parking my car at their house, I walked to the end of their block on the opposite side of their street. Adam was instructed to walk Marco out wearing his Gentle Leader and Thundershirt, and to pass by me remaining on his side of the street. Marco spotted me and I quickly clicked before he could react, and instructed Adam to reward him and to continue doing pass-bys. I continued clicking Marco for calmly looking at me. Each time they passed by, I was able to walk closer toward him. I started walking parallel with them while we walked up and down the block. Finally, I stood directly in front of their curb tossing Marco “jackpots” on the ground. We then headed back toward the front of their house. I walked into the house first with Inez, who had been observing us. I told Adam not to bring Marco inside until I got settled. When they entered the house, I asked that he be put in his crate, which was only about four feet from where I sat at their table.

Marco seemed calm and relaxed. I clicked him and had Adam approach the crate to treat him. After several repetitions, Adam took control of the clicker. Then, I stood up from my chair to see if my sudden movement would upset him. He was alert, but did not bark. Adam clicked and I slowly approached the crate and dropped several treats down to him from the wires at the top of it. We ended our visit on that very good note!

I advised the owners to begin walking Marco only on their block. My instructions were to click and treat him for looking at neighbors or dogs without reacting, and to use the “Look” cue to return his attention to them. I explained that Marco would begin associating fear-inducing stimuli with getting wonderful food and positive attention from his owners.

Email update one week later:

Adam reported they had taken Marco to the new vet wearing a muzzle and his Thundershirt. They gave him Rescue Remedy before entering the office. Upon seeing the vet, his hackles went up and he barked but did not lunge. She had them follow her into the exam room and let Marco remain on the floor. Adam and Inez were able to distract him while the vet quickly drew blood.

Consult #3

The third consult occurred two weeks after our second visit.

Marco was in his crate wearing his Gentle Leader and Thundershirt when I entered the house. He barked before he saw me, but stopped when he recognized me. I walked over to him, clicked and tossed a treat into his crate. Only Adam was there that day. Adam said he had walked Marco every day wearing the Gentle Leader and Thundershirt without incident. He also said Marco loved learning the new tricks.

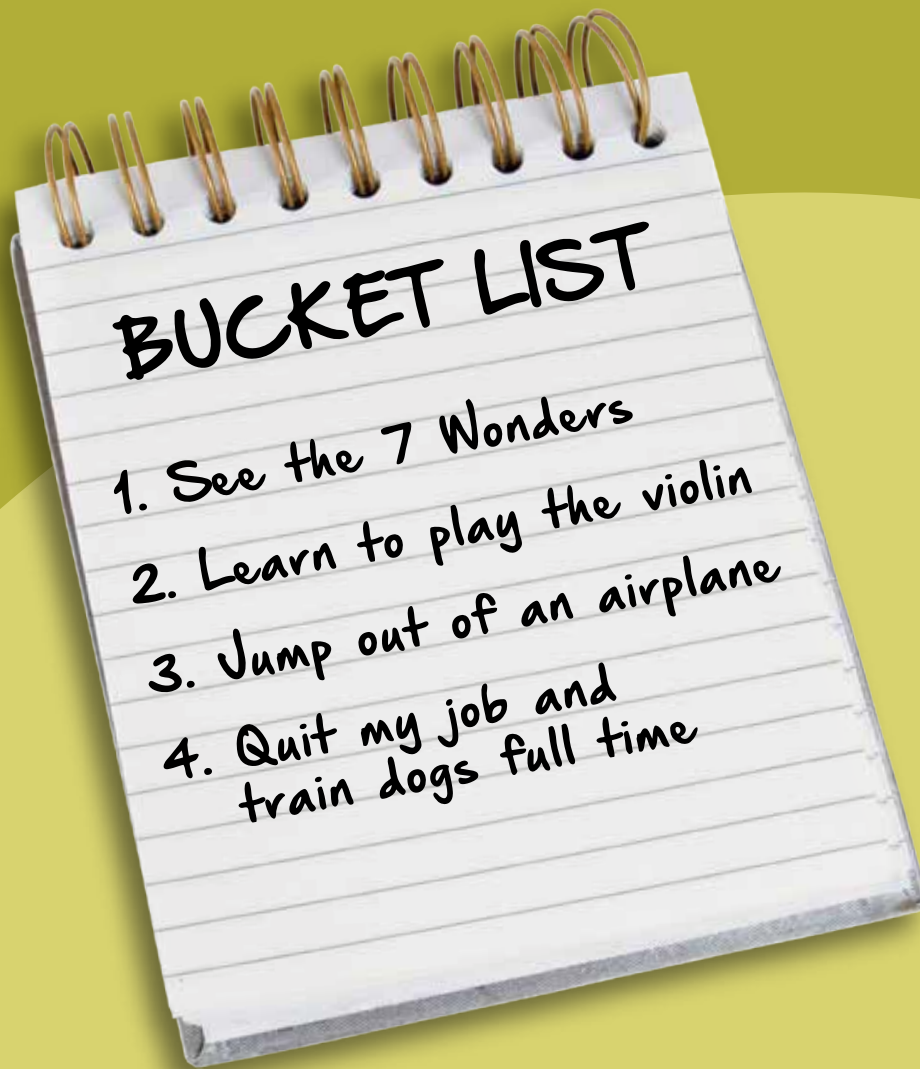
I gave Adam a written handout for implementing Karen Overall’s Deference Protocol and explained how this would help build Marco’s confidence in himself and his human family by working for resources and privileges.

I had Adam remove Marco from the crate with his leash attached to the Gentle Leader and encouraged the dog to approach me. He sniffed my shoes and my hands. I stroked him under his chin and he accepted petting. I asked him to sit and commenced playing the Leave It game, which he had learned previously. I wanted to see how quickly he would look away from the treat and look back at me. He responded well. I explained that Leave It could be used to avoid reactivity toward all fear-inducing stimuli. It could be used when Marco went after Maria’s slippers, and before he gave chase to the cats. I suggested they make the Leave It game part of his daily training so he would respond strongly when hearing it.

Our next exercise was training Karen Overall’s Relaxation Protocol. I gave Adam a written handout plus an internet link that would direct him to a verbal recitation of these tasks. I told him not to use the clicker for this because Marco got excited when he saw it. We wanted to keep him feeling relaxed. First, I had Adam work with Marco to refresh his training on sitting and staying on a mat. Marco was to remain in a Sit-Stay for at least 30 seconds. Then, I demonstrated Day 1 of the protocols. Marco broke his Stay when I clapped my hands. Adam was disappointed. I explained he needed to be patient and work at Marco’s pace. Adam worked on the protocols next. I told him to return to the beginning of Day 1 and work his way down the list of tasks. Marco remained on the mat in his Sit-Stay longer this time, but broke it almost at the end. Adam backed up to Marco’s last successful task and then completed Day 1. I said it was important for both Adam and his mom to work separately on the protocols at least once a day.

Marco needed a mental and physical break at that point. Adam removed the Gentle Leader and the Thundershirt and we went out to the back yard. I watched Adam play soccer with Marco for several minutes and I applauded Marco each time he retrieved the ball for Adam to kick again. I asked if I could try playing. I kicked the ball for Marco for about 15 minutes. That ended our 90-minute consult.

Continued on page 22



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Email update one week later:

Inez said she and Adam had worked on the Relaxation Protocols and were clearly seeing a difference in Marco's behavior. She also said she had walked Marco once by herself, but there had been one major incident when they passed a dog who was barking at them and running along his fence. Marco reacted to the dog by barking and lunging toward him. She told Marco to "leave it," and changed direction. I urged her to avoid walking past that house. She also told me that the vet had called stating Marco's blood tests were negative.

Consult #4

Consult #4 occurred three weeks after our third visit.

To prepare for my visit, I placed a stuffed West Highland White Terrier on a neighbor's lawn about 50 feet down the block from the clients' house. My goal was to work on desensitizing and counter-conditioning Marco to reduce his fear of dogs. I instructed Adam to walk Marco toward the decoy. Marco noticed it at about 30 feet. Adam used the "Look" cue and Marco looked back at him. After making a quick U-turn, Adam walked Marco a little closer toward the decoy. Several repetitions later, Marco was able to look at the decoy at 15 feet without reacting. Inez took the leash and practiced for a while, and she successfully walked him past it.

After taking a break, I then positioned the decoy across the street without Marco seeing me. I instructed Adam to stand still with Marco on his side of the street as I

inched my way closer with the decoy while remaining across the street. Marco watched and at around 20 feet he automatically looked at Adam, who then did a U-turn. Both Adam and Inez took turns working with their dog. We ended this session when I was able to walk with the decoy past Marco and his owners.

We made an appointment to meet the following week at a local park.

Consult #5

Consult #5 occurred one week after our fourth visit.

Adam and I agreed to meet at a local park during the week when it would not be overly crowded with people or dogs. Marco wore his Gentle Leader, the Thundershirt and had gotten his drops of Rescue Remedy. Adam updated me on Marco's behavior and training since our last visit together. He said Marco had completed Day 4 of the Relaxation Protocols. He was also doing well with the "Leave It" cue, which was helping to prevent him from chasing the cats.

Marco was relaxed as we strolled along the main path at the park. Several people passed us but we kept our distance. At one point, I spotted a man walking a Boxer on a retractable leash. We quickly walked across the street from the park. Soon after, two young children rode their bikes toward us. This caused Marco to pull hard on the leash. Adam used the "Look" cue and we crossed back over to the park again. I suggested we sit on a park bench for a while so Marco could relax. Adam clicked

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and treated him for not reacting when people walked by. After being in the park for an hour, we ended our session on a good note. Marco said he would continue to walk Marco at this park.

Consult #6

Consult #6 occurred four weeks after our fifth meeting.

Marco was already wearing his Gentle Leader and Thundershirt. My goal for this visit was to increase Marco's "friends" — people who he could accept as visitors to the home. Inez's fiancé Bob was scheduled to visit that day with his 16-year-old son Jonathan, who had not seen Marco since he was a puppy. They were due to arrive in 30 minutes. To prepare Marco, I had everyone in the room practice having him target their hands for treats. Even Maria joined us that morning. When we saw Bob and his son pull up, Inez and I went outside to meet them.

My first goal was to have Jonathan meet Marco outside as I had done during our second meeting. Jonathan and I walked down to the end of the block and crossed to the opposite side of the street. I phoned Adam to bring Marco outside and to walk past us on his side of the street. After doing several successful pass-bys, Jonathan arrived at the curb in half the time it had taken me to accomplish getting that close. Jonathan was armed with a pocketful of meat and cheese to toss "jackpots" on the ground for Marco.

When we returned to the house, I wanted Marco to relax in his crate for a while to get used to all of us being there. Adam continued to reward his dog for lying down and relaxing in this new situation. I seated myself next to Jonathan, and told Adam to let Marco out of his crate to approach us. He sniffed Jonathan and accepted a treat from his hand. I gave Jonathan instructions on how to play the Touch game. Jonathan was not nervous or afraid of Marco, and Marco responded well to him.

I suggested removing Marco's Gentle Leader and Thundershirt so we could all go out to the back yard. Adam initiated a soccer game with Marco, allowing him to burn off some excess energy. Jonathan asked if he could play with the dog. Marco and Jonathan ran all over the backyard together. Jonathan promised to come back with his dad more often to play with Marco.

I instructed my clients to continue having guests visit Marco, especially family members and close friends, but to do so gradually with no more than one or two people at a time. They knew that first introductions should be done outside at a distance with Adam clicking and treating Marco for non-reactive behavior. Adam knew to return Marco to his crate for the next portion of any visit with strangers and to only let him out of his crate wearing his Thundershirt, Gentle Leader and his leash as long as he remained calm.

Phone consult four weeks later:

Inez told me Marco had regressed since my last visit. She recounted a few incidents where she felt he had had a mental meltdown. He had even growled at both her and Adam and they couldn't figure out what triggered it. She further explained there had been a lot of tension in the house with making preparations for her upcoming wedding the following month. She confided that her mother's dementia had gotten worse and Marco had not been walked or trained much.

I asked if she might consider neutering Marco now that he was over a year old. She said she would consider it. I also suggested she consult with the vet about possibly putting Marco on an anti-anxiety medication. She was horrified at the thought. I explained that maybe he could come off of it once life became calmer and more predictable for him. I told her I would write to the vet and explain that life's circumstances were now making him more anxious. Inez said she would discuss all of these issues with her.

Email update two weeks later:

Adam emailed to let me know Marco was scheduled to be neutered at the end of that week. I suggested he ask the vet for something to give Marco to calm him before he arrived at the office the day of surgery. He emailed me again the evening after surgery to say everything had gone well.

Phone consult five weeks later:

I called my clients asking for an update about Marco. Inez let me know the vet had prescribed Prozac. Inez said now that the wedding was over, she and Adam were walking him regularly and he was getting more positive attention. She asked to schedule another consult, but wanted to wait until Marco had adjusted to the new medication.

Consult #7 – final visit

Consult #7 occurred eight weeks after the sixth consult.

When I arrived, Inez, Adam, and Marco were sitting on their front lawn under a tree. Marco was wearing his Gentle Leader. He approached me happily for petting. Inez said they had seen some remarkable changes in him since being neutered and placed on Prozac. He was now able to sit outside with them and relax, which he had never done before. While the dog next door was still his "arch enemy," he was not quite as focused or reactive toward him as before, and the "Leave It" cue worked to distract him. The cats seemed to sense a difference in him, because they ventured into the main portion of the house, spending more time with the family, even while Marco was there too.

Continued on next page

Adam and Inez asked to work on teaching Marco to come when called from the back yard. I had them each take Marco to various places in the back yard and then one of them called him back inside. He got to play a Go Find It game for each successful recall, with bits of chicken tossed into the house. They were instructed that they should practice playing the game every day.

Outcome

Adam and Inez continue to work on Leave It, Touch, Look, and Come. They have worked on doing the Relaxation Protocols, and Marco continues to improve with the more distracting tasks. Adam walks Marco through their neighborhood as well as at the park where we had worked together. Marco is calmer when he sees adults and children. He is still nervous when dogs bark at him or get too close, but his reactivity has decreased in intensity. Jonathan visits often and plays soccer with him, but the family has not had anyone new visit the house to socialize with Marco. I recently received a picture of Marco lying on Adam's bed with one of their cats snuggled up next to him, both fast asleep.

Resources

Dog Appeasing Pheromones: www.healthypets.com/dapdogappher.html

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McConnell, Patricia, *The Cautious Canine: How to Help Dogs Conquer Their Fears*, Dog's Best Friend, Ltd., 1998

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Overall, Karen, Protocol for Deference: Basic Program, *Clinical Behavioral Medicine for Small Animals*, Mosby, Inc., 1997

Overall, Karen, Protocol for Relaxation: Behavior Modification, *Clinical Behavioral Medicine for Small Animals*, Mosby, Inc., 1997: www.championofmyheart.com/relaxation-protocol-mp3-files/

Parsons, Emma, *Click to Calm: Healing the Aggressive Dog*, Sunshine Books, Inc., 2005

Rescue Remedy: www.bachrescueremedypet.com

Rugaas, Turid, *On Talking Terms with Dogs: Calming Signals*, Dogwise Publishing, 2006

Stress Signals, Graphic Bookmark by DreamDog Productions: www.dreamdogproductions.com

Sundance, Kyra, *101 Dog Tricks*, Quayside Publishing Group, 2007

ThunderShirts: www.ThunderShirt.com

Renee Premaza is a graduate with distinction from the Companion Animal Sciences Institute (formerly Cynology College). She is the owner of The Jersey Dog Trainer and has been professionally training dogs since 2001. She is a professional member of the Association of Professional Dog Trainers, a certified member of the IAABC – Dog Division, and a professional member of the PPG. Renee provides private, in-home training and specializes in working with mild to moderate aggression cases, as well as educating new puppy owners on how to raise their puppies in a positive environment. For more information about Renee, visit her website, www.jerseydogtrainer.com.



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Business Profile:

Anthony Hardt, Left Coast Dog Services Seattle, WA, www.leftcoastdogs.com

Adrienne Hovey, Editor

How did you get into the dog business initially?

My path toward founding Left Coast Dog Services started with a wonderful dog who came into my life 25 years ago. Sadie, a Husky/German Shepherd mix, was a super-bright, curious, loving companion for nearly 17 years. She compelled me to be the best dog owner I could be, voraciously devouring every book and video on canine and lupine behavior I could get my hands on. Her passing left a hole in my heart, but also a brand on my soul. After months of grieving, I was jolted with the realization that all the research, knowledge, and experience I possessed could benefit many dogs, and Left Coast Dog Services was launched in 2007.

At first I offered whatever services could generate income: private training sessions, all length and manner of dog walks, pet sitting, in-home boarding, coverage for other dog pros, etc. I got Jeff Tinsley of Sound Animals to take me on as an assistant trainer. I worked an average of four classes a week for two years, which rounded out my training ability with different breeds, ages, and temperaments nicely.

Jeff is a super trainer and runs a nifty operation that is a great model as a dog training business, but two things about it made me not want to follow his example. First, Jeff has to continually market for new clientele. I'm not lazy, but spending time each week brainstorming new ways to attract a few dozen new clients every couple of months doesn't seem fun — I've got many other things in my life I devote time to. Second, Jeff doesn't ever see most of his clients after they graduate from his classes. I want to know a lot of dogs well and help them over their entire lifespans; I love deep and lasting friendships.

Right away I started developing a core pack of client dogs that eventually came together for daily leashed walks. The pack numbered five at first, but then I kept adding dogs, one by one. I found it surprisingly easy to walk large numbers of dogs that I trained and we started making the newspapers and TV news. When my regular pack got big enough, I stopped pet sitting and limited new clients to dogs who could join the big pack. And incidentally, my pack is all big dogs; we've got a 40-pound minimum. I prefer larger dogs, and the few smaller dogs I tried early on didn't work out as well in the big pack dynamic.

Did you always want to open your own business?

Yes, though I never came up with a truly sustainable idea or business model until this. I love it — now that I've

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achieved success running my own business, the work I did for others seems so misguided and ultimately pointless. I decided that middle-of-the-road pricing coupled with the best possible service was a good formula for my business model. I conducted a market survey of Seattle and select other cities to come up with my pricing schedule. The search also yielded valuable information I could use to build a website that could promote my business.

How long would you say it took from the time you started to make a go of it to the point where you felt like you had “arrived” at a successful business?

I have attained different levels of satisfaction with my enterprise, but I would say I “arrived” after about three years. At that point, I was making decent earnings and had started receiving local recognition from newspapers and TV stations. I went all in when I started my company, so all of my energy went into building my business and it grew pretty quickly.

What does your business look like now, in terms of personnel, facilities, the kinds of services you offer, and what you consider a “full-time” case load?

I whittled my services offered down to outcall training appointments, in-home boarding and hour-long leashed pack walks. Although I always have to be present with dogs around, my actual work week is only about 20 hours long. My wife is the only “employee” I've needed; she minds the pack while I do training sessions and other things. We only board two to three dogs at a time in our home, so I don't need a facility. I'm running a pack of about 30 dogs right now and I would consider a pack of 40 to be a full load. That would put my work week at about 30 hours, which is plenty for me. I've got a low overhead with automotive and equipment costs being my only expenses.

Continued on next page

What are your main referral sources?

Ninety percent of my referrals come from existing clients. I get some referrals from a local veterinarian and a local pet supply store.

What tools were useful in building the business? Did you take advantage of opportunities for small businesses? Social media or other internet tools?

I took advantage of a small business start-up workshop offered by the state of Washington before I began. I'm on my fourth website for Left Coast Dog Services. I built the first two myself, then had the last two professionally done. I've utilized blogs to raise awareness of my business, but I'm not a big social media guy and don't have any interest in Facebook or Twitter.

My websites have been the principal tool for attracting business. I like my website to provide good resources for my clients and the dog owner community in general, so I provide information about: 24-hour emergency vets, local parks that are suitable for dogs, local dog-friendly restaurant patios, hazardous food and plant lists, other dog service providers, dog interest websites, and anything else I think a dog owner might like to find. It's got a lot of great stuff — check it out!

I should also mention I drive a high-profile business vehicle that doesn't hurt my notoriety. I purchased a 1977 Volkswagen bus, had it painted and removed the middle bench — *et voila*, a stylish dog-mobile!

What is one thing you find unexpectedly rewarding about the work you do now? Something that, if we had asked you when you were starting out, you might have either thought would be no fun, or you didn't even realize would be part of the job?

Two things: First, I didn't realize I could make such a decent living without scheduling and teaching training classes. But also I didn't realize I could do so much training while walking a large pack. I thought all the training would have to be done before the showing off, but I can work a new dog into my pack with commands and habit-training. It's amusing to see; the older established dogs just walk normally while I'm training, but the more recent inductees follow my commands along with the rookie!

What is one thing you find difficult about any aspect of your business? How do you deal with it?

For most of my clients, I am their dog guru and help them with anything short of a visit to the veterinarian. They realize I exercise high standards and have great insight and wisdom about all dog-related matters and my advice is generally adhered to. A couple times over the years, I've discovered a client has acquired a prong collar to use. I think these are abusive and would never consider using them. My difficulty then is addressing the matter without coming across as condescending or

judgmental. What usually works best is a dispassionate explanation of canine associative thinking combined with praise about how their dog is so well-behaved so as not to need such a tool, which is always true anyway.

When I screen prospective clients, I am looking for signs of disagreement or noncompliance when I explain I use positive reinforcement techniques with verbal/vocal correction. Most dog trainers have shorter relationships with clients — a few weeks going through a class and they may never see clients again. With my business model, I switch from a short-term consultant role to a long-term service role, and the service industry is about good matches in my opinion. If I intuit down-line issues with a party, I'll wish them luck in their continued search for a provider. My pack and their owners end up being my extended family, and this is one family I get to choose!

What advice do you have for people who are where you were when you were just starting out?

No matter what business model you pursue, find yourself a good accountant, a nice, friendly savings and loan association to do your banking with, and connect with other local dog professionals for support. Walk into pet supply stores and veterinary offices to introduce yourself and describe your service. Build a serviceable website and get it noticed by search engines. I initiated a trade agreement with a local photographer who handles my website photos and our annual Left Coast Dogs calendar, which is hugely popular!



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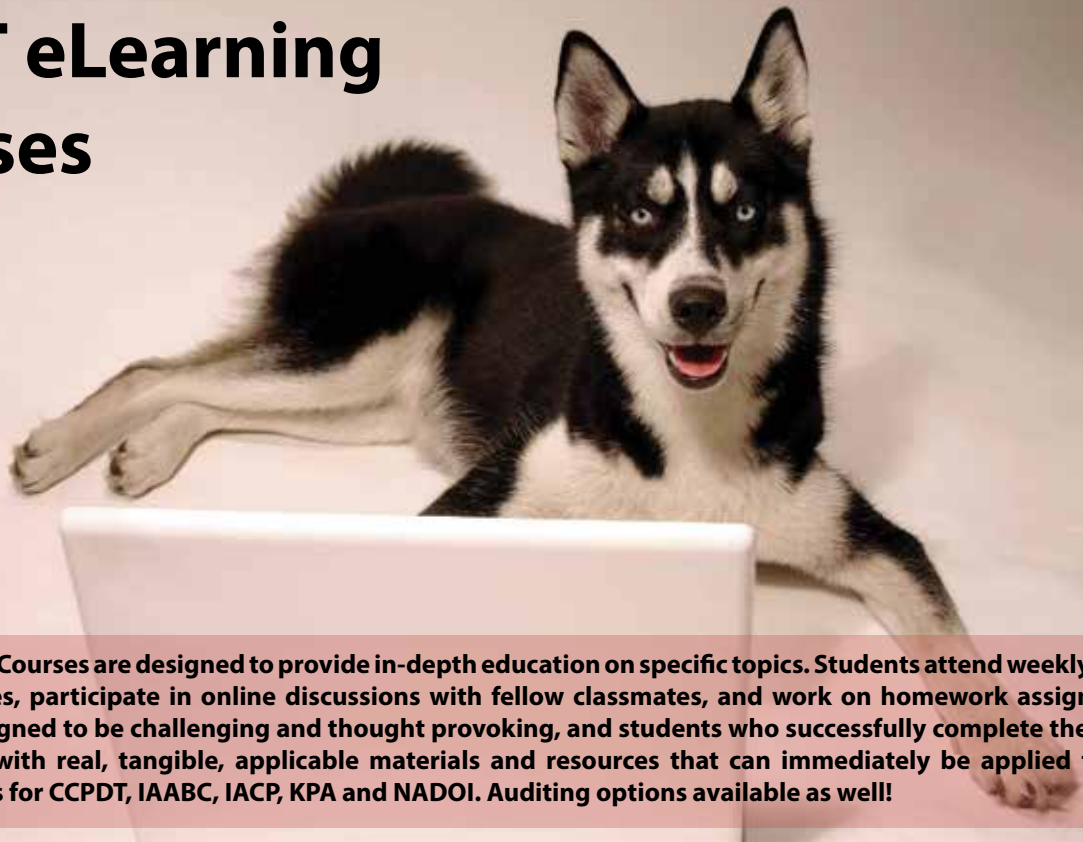
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Course Name	Instructor	Start Date	End Date
Creating and Teaching Successful Group Dog Training Classes	Teoti Anderson, CPDT-KA, KPA-CTP	06/18/2014	07/22/2014
Introduction to Canine Genetics	Jessica Hekman, DVM, MS	06/27/2014	07/17/2014
Canine Social and Psychological Development	Gail Fisher	07/01/2014	08/04/2014
The Genetics of Canine Behavior	Jessica Hekman, DVM, MS	07/18/2014	08/07/2014
Aggression and the Law: What Trainers Need to Know	Heidi Meinzer	07/24/2014	08/14/2014
Must Love Cats & Dogs! Working with Canine and Feline Clients	Jacqueline Munera, CCBC, PCBC, CAP2	08/21/2014	09/24/2014
Hybrid Courses			
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Training Beyond the Technical: The OMIT Program	Amber Burckhalter, CDBC, CNWI	09/16/2014	10/24/2014
Finding the Courage: A Step-by-Step Guide to Starting Your Dog Training Business	Dee Hoults, MBA, CPDT, CTDI	09/17/2014	10/24/2014

Visit the APDT website for registration and detailed course information.

BAT 2.0: A New Version of BAT for Fear and Aggression

Grisha Stewart, MA, CPDT-KA, KPA CTP

Behavior

Learning: Animal

In the Spring 2014 issue of *The APDT Chronicle of the Dog*, I introduced some improvements to the BAT protocol. These changes aim to further reduce stress and empower the dog during the training process. In this article, I will go into some more detail about the specifics of the protocol.

How do I take this further?

The big picture is that you should let the dog have maximal control within a safe zone that you create and maintain. Make sure the handler understands the leash skills before doing a BAT set-up with a trigger. My favorite way to do this is to use TAGteach®, which is used to teach skills to humans when timing and precision matter. The BAT leash skills handout breaks leash handling into several distinct behaviors for your clients to rehearse. Start with role playing — the client is the dog, you are the handler, then switch — rather than trying to teach two species at once. Have the client tag you (with the clicker) for doing each of the leash skills correctly, then swap roles so that you tag the client. Next, have the client practice the leash skills with his or her dog. Do this in a spot with interesting smells and no triggers in view. You may even want to subtly scatter some treats in the area so that the dog will move around.

As you may recall from the previous article, the shoreline in my beach analogy is the threshold between curiosity and fear, aggression, and/or frustration. The handler should follow the dog as long as the dog is below threshold. If the dog approaches the shoreline, the handler should slowly stop the dog, wait for disengagement, praise, and then follow the dog's next move.

If the dog goes over threshold during your set-up or if you have no way to create a set-up in which the dog is fully below threshold, use the least intrusive prompt to help the dog disengage from the helper. In a very small space, like a house, that might involve something like clicking or calling the dog as soon as the dog sees the trigger, then moving away to regroup and eat the treats off of the floor. Whenever you need to intrude on the process beyond slowly stopping the dog at his threshold, take another look at your antecedent arrangements and change something to set the dog up for success next time. For example, if you have to immediately call or click when the dog sees the trigger in the house, is it possible to work outside where you might not need to prompt at all, and then gradually go inside?

The illustration of the beach with the support scale has suggestions for what you might do from the least to

most intrusive option. As a professional, you may have your own favorite ways to intervene or your own ways to prompt disengagement (for example, by laughing at the dog if he appears stuck) or to reinforce movement away (say, with agility jumps or nose games after he moves away). Just remember that you still want to avoid having the dog go into working mode; you want the dog's attention to be focused on taking in information as a dog, not on working for you.

This lack of distraction allows the dog to practice more natural social skills with the trigger. The research on attention in desensitization is mostly on humans, and the results are somewhat mixed, but except for situations in which something is physically happening to the body (like a blood draw), distracting the person seems to reduce desensitization effects (see, for example, Telch, et al., 2004; Mohlman & Zinbart, 2001; Haw & Dickerson, 1998).

Avoid always having food in your set-ups. Food is a giant context cue, and as we know from the previous article, fear is likely to return when the context is different from the training context (see also Thomas, Cutler, & Novak, 2012; Capaldi, Viveiros, & Campbell, 1983). That means that treats or toys can become like Dumbo the Elephant's magic feather: the fear comes right back if your client doesn't have them. Fortunately, treats are not required for BAT set-ups, so we can easily avoid having the treats become a context for the good experiences that dogs have during BAT. Additionally, your prompts and cues also provide context, they distract the dog, and they are intrusions to the dog's control over what is happening. Prompts and cues should be used only when needed.

The new version of BAT has the handler more in the background, with fewer prompts. If you are familiar with the older version of BAT, I would like you to notice that this new version is more fluid and has the dogs working at a distance where they are truly below threshold. If you are one of the many people who have been successfully using BAT with clients, you will be happy to hear that the old stages can still fit within BAT 2.0 as "Mark and Move," which is a collection of ways to prompt behavior if the dog accidentally goes over threshold. In Mark and Move, we mark a behavior, move away, and reinforce with some consequence. It's broader than the old stages, but it still includes them.

For example, in the old Stage 3, we would wait for a cut-off signal and then mark it and move away. This is still valid in the new BAT as part of "Mark and

STRESS & SUPPORT SCALE

Stay On The Beach!

Dog's stress level is analogous to rising water level



Move." Marking a cut-off signal can be used as a way to encourage the dog to walk away at times when he is up to his ankles in the water — for example, when the dog takes more than two seconds to disengage. Stage 2 (clicking for disengagement, moving away, then treating) is also part of Mark and Move and can be used for times when the dog is up to his neck in the water (say, your training space is too small for him to cope otherwise). Stage 1 (click for engagement, move away, and treat) can be used whenever the dog is in over his head.

You do not need to teach the stages anymore, or even go into the full details of Mark and Move. You can just teach a solid recall cue. The clicker in Stages 1 and 2 marks behavior you like, but it also basically serves as a recall cue in those cases.¹ The prompt or verbal marker in Stage 3 also moves the dog away, and is useful if the dog is a

bit stuck on what to do next. Even though they are useful get-away tools, it is better to set up situations in which you do not need the old stages. That said, when you are close to the trigger or have to work in tight spaces, you will probably need to use more clicking/calling and moving away because the dog is more likely to quickly go over threshold. It is always good to be on the safe side, because when we mess up, it is the dog who suffers the consequences.

I have always emphasized that the stages were not meant to be done in numerical order, but rather to be used whenever necessary, using the highest stage the dog can do at that time. I've revised that for the current version of BAT, because people used Stages 1 and 2 too frequently during set-ups and Stage 3 was often done over

Continued on next page

threshold — even by me, in the early years. I am hoping this new conceptualization of BAT will encourage people to truly set things up so that the dog is consistently below threshold and in control of the direction this process takes.

The stages in the older version of BAT were useful for teaching handlers to notice the various bits of body language that they need to know. You can certainly do a separate exercise to practice their skills before the BAT set-up with a trigger. For example, you can place a treat pouch at a distance so that the dog focuses on something. Have the handler click for signs of disengagement from the treat pouch (a stimulus that the dog will engage with out of interest, but without fear, so the stakes are low). At first, you can click and treat the dog for behavior that you want the handler to notice, then have handler do the same.

So, what's really going on here?

BAT is essentially low-intensity exposure therapy adapted for non-human animals. Exposure therapy is an empirically supported intervention that has been successfully used with human clients for decades in various forms, including systematic desensitization with relaxation and shaping approach behavior with praise (Barlow, Agras, Leitenberg, & Wincze, 1970; Marks, 1975; Wolpe, 1961). The principle of Pavlovian extinction was the inspiration for systematic desensitization and exposure therapy (Marks, 1975; Wolpe, 1961). There are arguments both for (Field, 2006) and against (Tryon, 2005) Pavlovian extinction being the primary principle behind these therapies, but the arguments against it seem to apply only to humans and not to dogs.

BAT is based, in part, on the empirically supported principle of extinction. Using careful antecedent arrangements, Pavlovian extinction can be facilitated in a gradual, systematic way that does not elicit a fear response from the sympathetic nervous system. Keeping arousal low is important on several fronts, but here's one: research indicates that an asynchronously high heart rate during exposure therapy is a significant predictor of the return of fear after the therapy is fully completed (Rachman, 1989).

When trainers tell clients that dogs do not learn when they are over threshold, they are not really telling the whole story. Dogs generalize what to be afraid of really well when they are over threshold; it is inhibition of the fear that they have trouble learning and generalizing (Vervliet, Baeyens, Van den Bergh, & Hermans, 2013, Gunther et al., 1998). Fear conditioning is not very context dependent, meaning it generalizes more easily than the Pavlovian extinction or other tools used to reduce the fear, so it is important to practice in multiple contexts.

Animal research indicates that Pavlovian extinction silences fear neurons and remodels a specific type of inhibitory junction, called the perisomatic synapse

(Trouche, et al, 2013). The group of mice that went through the extinction procedure showed an increase in perisomatic inhibitory synapses in the amygdala relative to mice who did not receive that treatment. The increase of inhibitory synapses was found around fear neurons that were no longer firing in response to the stimulus after the procedure. What that likely means for BAT, which appears to function as low-intensity extinction, is that the learner's brain now processes signals about fearful stimuli in a different way; there is now an increase of synapses that inhibit the fearful response. A change in brain chemistry makes sense because, of course, change in behavior is only really possible with some sort of shift in the brain.

Another core mechanism at work with BAT is controllability. The older version of BAT used reinforcement given by the trainer to give the dog a sense of control, but the new version has the animal in control of more of the situation, with no need for reinforcement by the trainer. BAT is not an extinction process that is done to the animal. An important aspect of BAT is the controllability of exposure to the trigger. There are mountains of evidence that demonstrate that the degree of predictability and controllability modulates experience of the stimulus and the return of fear after extinction (see, for example, Thomas, et al., 2012; Yang, Wellman, Ambrozewicz, & Sanford, 2011; Maier & Watkins, 2010; Baratta, et al., 2007; Mechiel Korte & De Boer, 2003). In fact, control over aversive events improves extinction, prevents the return of fear, and has a protective effect when the animal is exposed to future stressors, as if the animal expects the next stressor also to be controllable (Maier & Watkins, 2010; Maier, Amat, Baratta, Paul, & Watkins, 2006; Amat, Paul, Zarza, Watkins, & Maier, 2006). The effect of controllability on resilience applies to humans, too (Hartley, Gorun, Reddan, Ramirez, & Phelps, 2013).

Maier et al. (2006) posit that the perception of controllability actively inhibits the neural response to stressors in mammals. When animals underwent the same stressor with the only difference being controllability, the brain activity was very different:

(i) the presence of control is detected by regions of the ventral medial prefrontal cortex (mPFCv); and (ii) detection of control activates mPFCv output to stress-responsive brain stem and limbic structures that actively inhibit stress induced activation of these structures. Furthermore, an initial experience with control over stress alters the mPFCv response to subsequent stressors so that mPFCv output is activated even if the subsequent stressor is uncontrollable, thereby making the organism resilient.

This increase in resilience due to controllability is one of the many reasons that I recommend using BAT with puppies as a way of life when introducing them to new situations. Let them really take things in and allow them to control their experience. There are two exceptions

to this rule: the handler must maintain physical and emotional safety for the puppy and also may need to use positive reinforcement to teach impulse control.

One aspect of controllability is knowing that one is safe due to one's own behavior. However, that predictability is not the only reason controllability has great effects on resilience (Maier & Warren, 1988). Even though predictability alone is not as helpful as controllability, adding more predictability reduces stress. If you want to add another element of predictability to the BAT protocol, you can teach a cue that signals the appearance of the trigger, such as "there's a dog." You can do this by calmly saying "there's a dog" just before the dog sees another dog at sub-threshold levels. This is especially useful for dogs who startle easily or have trouble perceiving the trigger until it is too close. A downside to this is that you now have to be consistent about predicting the appearance of a trigger, and whatever phrase you use is also one more context cue to fade.

I believe that the level of controllability, of agency — the ability to control a situation based on one's own actions — is the active ingredient in BAT.2 Controllability makes a significant difference in what the animal learns from BAT and how well it works.

In BAT, we work at a distance where animals comfortably explore their environment and show some interest in the trigger with only sub-threshold behavior. This is important: by moving around in an environment with the stimulus, the animal has an opportunity to learn that the stimulus need not evoke fear, and that the animal has control over exposure to that stimulus. In these set-ups, nature takes its course as the fear extinguishes and the animals learn to engage with stimuli in their own way. For example, the dogs check out the trigger themselves; sometimes they are curious enough to go closer and sometimes they choose to move away. As they move, they are learning that they have agency in this situation. They have choices; they can self-soothe or express curiosity.

There may be times during a set-up where the dog feels more comfortable moving away after investigating the trigger. Situations inducing fear should be limited, but simply turning and walking away is not a problem and will not teach the dog to avoid the trigger. In fact, being able to leave is likely to reduce the stress for the next attempt to approach (Rachman, Craske, Tallman, & Solyom, 1986). In human therapy, there has been much debate over whether engaging in "safety behavior" (behavior that makes one feel safe) is productive for therapy. It turns out that engaging in safety behaviors does not necessarily interrupt the therapeutic process, and can even reduce stress and return of fear (Goetz, 2013; Milosevic & Radomsky, 2008; Parrish, Radomsky, & Dugas, 2008).

As we work with our dogs, and sometimes even specifically train behaviors to deal with their fears, we

should be conscious of which kinds of coping skills will lead to rehabilitation and which will not. Parrish, et al. (2008) wrote that:

Clients' anxiety-control strategies may be less likely to become counter-productive when: (i) they promote increases in self-efficacy,

(ii) they do not demand excessive attentional resources,

(iii) they enable greater approach behavior and integration of corrective information (via "disconfirmatory experiences"), and

(iv) they do not promote misattributions of safety.

Goetz (2013) suggests two categories of safety behaviors: preventative safety behaviors are attempts to avoid or reduce the intensity of a situation, and restorative safety behaviors are attempts to bring a situation back to its desired state. Avoidance would be in the preventative category and escape would be in the restorative category. Preventative safety behaviors disrupted the therapeutic process, but restorative behaviors did not. Restorative safety behaviors may be helpful for therapy and preventative safety behaviors tend to be detrimental. That means that if a dog has an experience with the trigger and moves away, you do not have to worry that this will teach the dog to be more afraid. By contrast, complete avoidance — not looking at or smelling the trigger at all, is a preventative safety behavior. Do something to prevent the need for avoidance during your training session, for example, working farther away so that your dog can comfortably engage with the trigger.

Why call it "BAT" and not just "desensitization"?

Many people have asked why this process is called "BAT," and not just "exposure therapy," "desensitization with controllability," or "low-intensity Pavlovian extinction." BAT is a specific technique that has been operationalized for non-human animals, so it needed its own name. It is a version of exposure therapy, a category of human anxiety therapies that can involve talking to the client, visualization, etc., done in a careful way to avoid stress beyond interest. BAT is desensitizing the dog to his triggers, but it is done in a very particular way, with the dog in control of the experience. It can't just be called desensitization. A phrase that I use that incorporates that term, Empowered Desensitization, is more accurate but still leaves out the many processes at work in BAT.

The same argument applies to extinction. I believe that a significant portion of the learning in BAT can be attributed to the process of Pavlovian extinction. However, the actual procedure of extinction can be done in extremely stressful and intrusive ways, with no controllability by the learner. It can also be done carefully to avoid overt fear responses with a high amount of learner control, as with BAT. That means we cannot just call it Pavlovian extinction, either. Besides, BAT is also

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not just about fear — BAT applies to fear, frustration, and aggression. Calling this technique BAT does not change the underlying empirically demonstrated processes of extinction and controllability, but it does help specify the philosophy and technique being used and discussed.

In terms of Friedman's (2009) Humane Hierarchy,³ BAT focuses on antecedent arrangements. This is the second level of the hierarchy, after medical, nutritional, and physical changes. Changing antecedent arrangements means that we set up the situations that avoid triggering the emotion and behavior we are trying to change. This allows our learners to experience life in a new way. When we carefully arrange antecedents in this way, respondent learning (classical conditioning) can take place, in the form of desensitization.

Controllability is also an important aspect of BAT. The operant learning that happens during BAT is generally not due to reinforcement from the trainer, but from interaction with the environment. The trainer's main role is to maintain a safe space in which the dog can be comfortable to explore, limiting intrusion. The dog is able to move freely within that space, giving the dog control over naturally occurring reinforcers (NORs). When all is going well, that comes in the form of access to the trigger (R+). If the training set-up is sub-optimal and the dog feels the need to move away from the trigger, that is also allowed (R-) or intrusion is stepped up a notch to encourage movement away (redirection, R- of escape, R+ of trainer treats). Finally, the trainer is not a statue and does interact with the dog from time to

time, so there is also positive reinforcement for soliciting attention and potentially for any times the trainer praises disengagement.

Conclusion

This article describes BAT primarily for the rehabilitation of fear of other dogs or people, but BAT can be used for many types of (over)reactivity and with many species. BAT is also a useful technique for puppy socialization, as it allows them to experience social and other situations in a safe way. Except in very specific cases of memory reconsolidation, it is likely that we cannot erase memories, only create new ones, and it appears that original memories generalize more than subsequent revisions (Bouton, 2000). It is imperative that our puppies' first experiences of their world create positive associations, with plenty of inoculation from the predictability and controllability found in BAT.

We are in the planning stages for research to verify the effectiveness of BAT and demonstrate that it is using the principles mentioned above.⁴ Anecdotal evidence dogs and horses with dogs, people, and other triggers indicates that BAT gives animals an active way to observe various aspects of their triggers that leads to healthy interactions. Their low level of arousal, "happy" body language and behavior directed at their former triggers indicates that their emotional responses have changed, which are reasonable effects from desensitization, the dog's active control of the exposure to the trigger, and reinforcement directly from the trigger, promoting pro-social behavior.

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Empowerment in an emotionally safe environment has always been the objective of BAT and this upgraded version allows those objectives to be realized more often in practice. Regardless of where the specifics of BAT fit into your toolbox, I hope that you include this level of maximizing empowerment and minimizing intrusiveness in your work. As trainers, we too often look for training solutions, when the real power to heal lies within the animals themselves.

Endnotes

1. Yes, I did just write that the clicker works as a recall cue in this situation. It does, of course, also mark acceptable behavior. In this use of the clicker, however, you are in survival mode and its most useful feature is that the dog returns to the handler for the treat or other reinforcer. That is, it is operating as a recall cue.
2. The phrase sense of agency is applied to humans, but there are arguments that agency or mammalian agency could also be applied to non-human animals as well (Panksepp, Asma, Curran, Gabriel, & Greif, 2012; Steward, 2009).
3. Note that the concept of “extinction” listed on the Humane Hierarchy is operant extinction, not the respondent (classical) learning process of the same name.
4. Additional research is very welcome, so if you are a researcher looking for a project, please contact us at

<http://EmpoweredAnimals.com/contact> with “Research” in the subject line.

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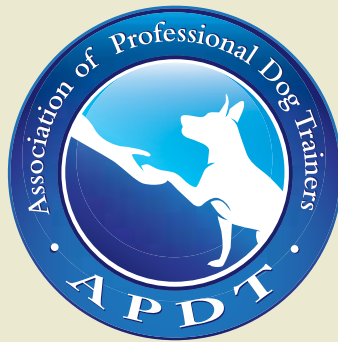
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Teoti Anderson, CPDT-KA

Speakers & Agenda

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Redefining the Dog Training Professional: Putting the APDT to Work For You

Teoti Anderson, CPDT-KA

It used to be enough to print some business cards to launch a dog training business. While that still exists, today's dog trainer needs to do a lot more to attract and keep clients to stay in business. How do you compete? By redefining what it means to be a dog training professional. The APDT has tremendous resources beyond the conference to help. Teoti will share personal stories of how the APDT has impacted her life as a dog training professional, and how you can put the APDT to work for you.

Beat the Clock – Shave Time Off Work, Create More Margin in Life

Robin Bennett, CPDT-KA

This informative and inspirational seminar is designed to help you gain more relaxed control over your life. You will learn key concepts and best practices for managing multiple commitments and investing your time and energy in the things that are really important to you.

Friend or Foe: Dissecting Dog-to-Dog Interactions to Keep Dogs Safe

Robin Bennett, CPDT-KA and Susan Briggs

Understanding canine play behaviors is critical to providing safe off-leash play services. Attendees of this workshop will work with live dogs as they learn and practice dog play styles, leadership skills, dog management techniques and when to intervene to keep play safe and fun.

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OMIT: The 4 step process to success with every client

Amber Burckhalter, CDBC, CNWI

The OMIT program teaches the process from introduction to the client team in any arena (group or private setting, shelter or in home) to designing an effective training protocol through the skills of observation, teamwork and development. This program allows the trainer to choose

the right approach and follow that approach and plan to completion. OMIT is applicable in all training realms: aggression, fear, basic obedience, sport dog training and more, and is shown to increase the success rate of client teams over 78%.

***Limited Admission Workshop: Pre-Registration Required*

Dog Food Logic: Learning to Make Smart Feeding Choices for Dogs

Linda P. Case, MS

This seminar examines the current state of the pet food industry and how the proliferation of dog food choices has influenced our perception of dog nutrition and our ability to choose wisely (and healthfully) for our dogs.

***This is an APDT hybrid course - see website for further details.*

Canine Athlete or Canine Couch Potato? Feeding Dogs to Meet their Exercise Needs

Linda P. Case, MS

This seminar begins with an examination of the prevalence of canine obesity, its associated health problems, and the importance of both diet and exercise in keeping dogs fit and healthy. We then review several types of dog sports and activities, including forms of exercise that owners participate in with their dogs. Specific feeding management for dogs with different activity levels and lifestyles will also be discussed.

The Behavioral Ecology of Dogs

Dr. Raymond Coppinger

There are estimated to be a billion dogs in the world! 850 million of them are living outside the control of humans. By "control" we mean fences and leashes, spaying/neutering, controlled breeding, nutrition and diet, training, veterinary care, and many other factors humans take for granted when it comes to dogs. This session will look at populations of dogs who not only fend for themselves, find their own feed, and have a wonderful reproductive life – they are actually one of the most successful species on the planet. How do they do it?

Canine Social and Psychological Development

Gail Fisher

The study of important times in a dog's life when intrinsic and extrinsic influences have the greatest impact on a dog's social and psychological development to maximize an individual's genetic potential. These include studying physical parameters, the development of body language, bonding, socialization, pack and play behavior, species-specific discipline, and normal behavioral changes throughout the dog's life.



Robin Bennett,
CPDT-KA



Susan Briggs



Janis Bradley



Linda P. Case, MS



Dr. Raymond
Coppinger



Gail Fisher



Susan G. Friedman,
Ph.D.

Living & Learning with Animals: The Science Behind Training & Application for Best Outcomes.

Susan G. Friedman, Ph.D

This seminar focused on the fundamental principles of learning and behavior, and the behavior change technology known as applied behavior analysis. All animals change their behavior due to experience, i.e., they learn, which gives this course trans-species, and interdisciplinary relevance to all professionals working with behavior. Topics are presented with slides and illustrative videos and include the following: How Behavior Works: Understanding and Misunderstanding Behavior; The Significance of Science to Behavior Consulting; Respondent and Operant Learning; Functional Assessment; The Commitment to Ethical Practice; The Case for Empowerment; Procedures for Changing Respondent Behavior; Procedures for Changing Operant Behavior. As a result of attending this seminar, participants will be better able to teach learners effectively and humanely.

Finding the Courage: A Step-by-Step Guide to Starting Your Dog Training

Denisa "Dee" Hoult, MBA, CPDT, CTDI

So you think you have what it takes to be a dog trainer, but you're concerned about how to proceed and be financially successful as a business owner. Perhaps you have completed the APDT certificate course "Dog Training 101: What All Beginning Trainers Should Know with Sarah Filipiak" and are looking for the next step. Look no further! This course will teach you the ins and outs, the ups and downs, and the nitty gritty of running a successful dog training business. From marketing, to budgeting, from liability to people skills, and everything in between attendees of this course will walk away with a great deal of knowledge. This is an APDT hybrid course – visit the website for more details.

***Limited Admission Workshop: Pre-Registration Required*

People, Dogs and Psychological Trauma

Patricia McConnell, PhD, CAAB

Psychological Trauma is defined as an event or experience that completely overwhelms an individual's ability to cope. This presentation will initiate an inquiry into three basic questions related to trauma in people and dogs: If we accept that both dogs and people can be traumatized, how would our experiences be similar? How

would they be different? What can treatments for human victims of trauma teach us about treating trauma in dogs? What about the other direction—from dogs to people? What do we know, both from science and anecdotal experience, that can help us evaluate the practice of using dogs to help people recover from trauma? Included will be discussions about whether dogs can suffer from PTSD, how to determine if a dog's behavior might be related to trauma, and the costs and benefits of asking dogs to help people heal from psychological trauma.

Dog Training: From Where We Came to Where We Are Going

Ken McCort

Closing the conference, Ken McCort will give attendees a presentation about how dog training began and what he believes will be necessary to be a good trainer and behavior consultant in the future.

A Crash Course in "Cat"!

Jacqueline Munera, CCBC, PCBC, CAP2

Many canine professionals are uncomfortable working with cats because they don't understand the communication signals of the species or they don't know how to recognize when a cat is in need of help. Some are just, well, nervous around cats! Other canine professionals would love to add cats to their consulting repertoire but don't know if there is a market for it. However, cats are now the most popular pet in America which means most dog trainers and consultants will meet up with at least a few cats if they do in-home consults. People with either cat-only or multispecies households are now demanding the same services for their cat family members as they have for their dogs. Additionally, the growth of reward based training techniques has paved the way for busting the 'Cats can't be trained' myth. Impress your clients and expand your clientele by winning over those cats!

***Limited Admission Workshop: Pre-Registration Required*

Do You See What I See: Medical Problems Masquerading as Behavioral Problems

Christopher Pachel, DVM, DACVB

Clinical experience tells us as veterinarians, that the majority of pet owner observations are in some way related to behavior. These and other problems masquerading as behavioral problems will be covered,

Speakers & Agenda

continued from previous page

along with some of the signs that you may notice while training or during a behavior assessment. This presentation will also cover some of the ways in which you can discuss these issues with your clients without stepping on the toes of the pet's veterinarian, and how to bring these observations to the attention of the dog's veterinarian in a professional and respectful manner.

How to achieve a successful outcome: it's about more than giving good recommendations!

Christopher Pachel, DVM, DACVB

Every dog you train comes with at least one family member who will be responsible for implementing your recommendations. For better or for worse, achieving a successful outcome through training and behavior modification is about so much more than training the dog! The "human element" side of dog training requires you to recognize, navigate, and accommodate the patterns that affect the client's ability to implement the plan that you give.

Don't Worry - Dogs Love Me! Working with Human Reactive Dogs 101

Emma Parsons, CDBC, BA

Sooner or later, every trainer encounters a request to work with an aggressive dog. But how do you know if you are ready? Assuming you are, where do you begin, what do you work on and when? Work hands-on with fellow human attendees as well and friendly dogs as you discover how to manage aggression cases, work with and support the stressed out owners who share their lives with an aggressive dog, and how to successfully address aggression cases.

***Limited Admission Workshop: Pre-Registration Required*

Observations from the Field—Dog-Dog Interactions

Sue Sternberg

How much dog-dog socialization is truly necessary for the health and well-being of a puppy or adult dog? Is play between dogs important to their overall mental and behavioral health? If so, why? After spending the last few years filming engagements between unfamiliar

and familiar dogs, I have many observations that make me challenge some of the mores and prevailing beliefs inherent in the dog world.

The Human Half of Dog Training: Foundations for Working Effectively with People to Benefit Their Dogs

Risë VanFleet, PhD, RPT-S, CDBC

When we work with dogs, we inevitably work with their people, and therein lies the real challenge for most canine professionals. What happens with human clients greatly impacts what happens with their dogs, and as most canine professionals will attest, working with people is often the most difficult part of the job! This workshop offers effective and practical skills for engaging clients, overcoming resistance, creating collaborative relationships, and applying a variety of interpersonal skills and strategies that work well for those involved in virtually any canine-related profession.

Connecting with Traumatized Dogs: Patience, Play, and Positive Interventions to Help Unsocialized and Terrified Canines

Risë VanFleet, PhD, RPT-S, CDBC

Increasingly, research suggests that dogs can be traumatized in much the same way that humans are. This workshop discusses the challenges in working with these dogs and offers a variety of tools that have been shown to be effective in gradually overcoming their fear and helping them realize their potential.

A Short History of Man's Best Friend

Clive Wynne, Ph.D

I have spent the last five years traveling the world trying to understand the mysterious origins of dogs. Now I have finally cracked how dogs came to be – a process that involved multiple steps over thousands of years. A process I call "The Genesis of Dogs in Seven Days."

Using Behavioral Science to Help Dogs in Difficult Situations

Clive D. L. Wynne, Ph.D

At any one time, more than one in ten of all the dogs



Sumac Grant-Johnson



Denisa Dee Hout, MBA, CPDT, CTDI



Chris Lee



Patricia McConnell, PhD, CAAB



Ken McCort



Jacqueline Munera, CCBC, PCBC, CAP2



Christopher Pachel, DVM, DACVB

in the United States are living in shelters. And of those millions of dogs, reliable statistics are very hard to come by, but roughly half will not leave alive. I shall outline some of the projects my students and I have developed to try and improve the welfare of dogs living in shelters, to improve the rates of adoption from shelters, and to reduce the rate of return of dogs to shelters.

New Concepts for the Prevention and Treatment of Dog Aggression

Ian Dunbar, PhD, MRCVS

People are always surprised when later in life, their friendly and socialized puppy becomes shy, standoffish, wary, fearful, reactive and aggressive towards people or other dogs, even though developing fear of the unfamiliar later in life is a normal and adaptive development process. These problems can be easily prevented with lots of early socialization and ongoing classical conditioning. Recently though, new techniques have been developed to accelerate and maximize classical conditioning, progressive desensitization and ultimately, re-socialization. Differential classical conditioning (DCC) enables trainers to operantly condition at the same time as classically condition the dog. Set-ups accelerate classical conditioning and using kibble and tug toys (fairly low-value primary reinforcers) empowered as the highest-value mega-secondary reinforcers maximizes classical conditioning.

Isn't It Time for Applied Learning Theory?

Ian Dunbar, PhD, MRCVS

In today's dog training, there is much more management and less reliability than 10 – plus years ago - there is so much that we used to do in the 80s and 90s that we are no longer doing. When training doesn't work that well, people will search for alternative methods, often with the (usually false) assumption that aversive treatment is better for resolving behavior problems and producing greater reliability than a reward-based program.

Pet dog training is in dire need of re-invention. This seminar will revitalize the spirit and soul of dog training in

this sterile quantum world of clicks and kibble and jerks and shocks.

Build a Better Trainer Part 1 – You're Training Dogs but you are Teaching Humans

Sumac Grant-Johnson

This session will focus on skills necessary to be an effective teacher of humans in a dog class setting. Learn how to use Speed Teaching techniques and Observe/Interpret/Act to help you make the most of your classroom time. Included will be human behavior and body language, learning styles, teaching methods, group dynamics, motivation and subtle marking techniques to use on your human students.

Optimizing Canine Performance For Beginners

Robert Gillette, DVM

This seminar will address introductory concepts of canine biomechanics, exercise physiology of athletic and working dogs as well as the metabolic effects of excitement and canine sports psychology. We will review basic components of the science of sports medicine and how it applies to canine performance.

Optimizing Canine Performance - Advanced

Robert Gillette, DMV

This seminar will address more advanced concepts of canine biomechanics, exercise physiology of athletic and working dogs as well as the metabolic effects of excitement and canine sports psychology. We will review in-depth and detailed components of the science of sports medicine and how it applies to canine performance.

Taking Dog Bites from 60 to 0: Common Sense Diffusion of Community Hysteria

Janis Bradley

People have fear thresholds too. The topic of dog bites excites human emotions, especially in response to terrifying media coverage of a truly serious event. This program shows how to approach the issue of dog bites with dog owners, municipalities, and shelters in a neutral, non-biased, common sense way that calms fears rather than escalates worry.



Emma Parsons, CDBC, BA



Sue Sternberg



Risë VanFleet, PhD, RPT-S, CDBC



Clive Wynne, PhD



Ian Dunbar, PhD, MRCVS

Events & Extras

Special Events

The conference offers many special events. Join in and meet up with old friends and make some new ones.

CONFERENCE CD-ROMS AND ONLINE LIBRARY

Digitell, Inc. sells audio recordings of all conference sessions. The CD-ROMs take 8-10 weeks to produce and ship. The CDs include audio recordings of all sessions, a copy of the workbook, and speakers' AV materials. Order a CD-ROM or order access to the online library where you can listen to and download the files. Please note: The CDs and online library are not accessible for the deaf/hard of hearing. *CDs and the online library can be ordered with your registration online. CEUs will be available for those who purchase the CD or online library for the 2014 conference.*"

THE 2014 CONFERENCE WORKBOOK

The conference workbook will be available to download from the APDT website in PDF form prior to the conference. In order to move toward a more "green" conference, there will be no printed hardcopies of slide presentations and speaker notes. Instead they will be available for download from the website prior to and during the conference.

Conference Extras



TOTE BAG STUFFING PARTY

Tuesday, October 14 – Come by in the afternoon and join the party!



EARLY BIRD RECEPTION

Tuesday, October 14 – Join this meet and greet reception!



CONFERENCE ATTENDEE FAQs AND WELCOME

Wednesday, October 15– New and returning attendees can learn about all the activities and events at the conference.



WELCOME RECEPTION AND TRADE SHOW GRAND OPENING

Wednesday, October 15– Visit our trade show grand opening with accompanying welcome reception featuring d'oeuvres!



EARLY MORNING RISER PROGRAMS

Thursday, October 16 & Friday, October 17 – Take in some local color at the early morning programs!



ROUNDTABLE DISCUSSION GROUPS

Friday, October 17 & Saturday, October 18 – Join a round table discussion to share training information, or start your own discussion group.



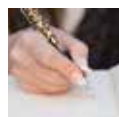
MEET THE APDT BOARD OF TRUSTEES

Thursday, October 16 – Grab your lunch and meet the APDT Board of Trustees.



APDT SHORTS

Thursday, October 16 & Friday, October 17 – Short educational presentations from some new and upcoming speakers.



SPEAKERS' BOOK SIGNING

Friday, October 17 – Meet some of your favorite authors and have your books or bookplates signed in the exhibit hall.



THURSDAY NIGHT DINE-AROUNDS

Thursday, October 16th – Want to meet new people and make new friends? We will set up reservations for groups to visit local restaurants and have a night out on the town!



TOY-MAKING WITH TEOTI ANDERSON

Thursday, October 16 – Last year's event was a toy-making party! Learn how to make simple dog and cat toys and make new friends in the process! Toys will be donated to a local shelter.



THE ANNUAL APDT FOUNDATION AUCTION AND RECEPTION

Friday, October 17 – View and bid on some of the great items we have collected to raise funds for the APDT Foundation.



SATURDAY MORNING 5K RUN/WALK AND 1 MILE WALK

Saturday, October 18 – Join fellow conference attendees on a fun run/walk – proceeds benefit the APDT Foundation.

APDT Exhibit Hall Activities

“FIRST-IN-CLASS” EXHIBIT HALLS FOR PET PROFESSIONALS

Learn all about the latest technologies, trends, products, and services for the pet professional industry when the exhibit hall opens Thursday evening!

WEDNESDAY, OCTOBER 15

6pm - 8pm - Exhibit Hall Grand Opening

THURSDAY, OCTOBER 16

11:30am - 2pm and 4pm - 7pm

FRIDAY, OCTOBER 17

11:30am - 2pm and 4pm - 7pm

SATURAY, OCTOBER 18

9am - 3pm

DOG DEMOS

We will have a variety of dog demos in the exhibit hall during trade show hours.

APDT FOUNDATION SCIENTIFIC POSTER SESSION

Friday, October 17th - Our APDT poster presenters will be available in the exhibit hall to present their work and answer questions.

BUSINESS CARD AND BROCHURE CONTEST

Bring business cards and one of your brochures to enter the contests. Winners receive access to the 2014 APDT Educational Conference online library.



Live Streaming



Can't make the conference this year? We will be offering live streaming of select programs on Wednesday, October 15 and Thursday, October 16.

The live streaming video will also be made available 10-12 business days after the live event for you to view in case you are unable to watch it live.

Discounted rates available for group viewing parties of 10 or more. Please contact us at conference@apdt.com for details. CEUs for IAABC, CCPDT, NADOI, IACP, and KPA are available

Days	Premium Professional	Professional	Supporting	Non-Member
1	\$132	\$140	\$157	\$165
2	\$160	\$170	\$190	\$200
Both	\$263	\$279	\$312	\$329

THE LIVE STREAMING SCHEDULE WILL BE AS FOLLOWS:

Wednesday, October 15

8:30am Conference Welcome

9:15 am Keynote Presentation: People, Dogs and Psychological Trauma – Patricia McConnell

11:30am Canine Evolution – Ray Coppinger

12:30pm break

2pm Do You See What I See: Medical Problems Masquerading as Behavioral Problems – Christopher Pachel

3:45pm Panel Discussion: Trauma and Fear – Patricia McConnell, Risë VanFleet, Gail Fisher, Janis Bradley

Total CEUs: 6.5

Thursday, October 16

9am Using Behavioral Science to Help Dogs in Difficult Situations – Clive Wynne

10:30am break

10:45am Using Behavioral Science to Help Dogs in Difficult Situations – Clive Wynne *(continued)*

12:15pm break

1:30pm The Behavioral Ecology of Dogs – Ray Coppinger

3pm break

3:15pm The Behavioral Ecology of Dogs – Ray Coppinger *(continued)*

Total CEUs: 7.5

Hotel & Travel

Be sure to ask for the APDT rate when booking your hotel reservations!

APDT Conference Registration Information

NEED TO CHANGE YOUR INFORMATION?

If you are already registered for our Annual Educational Conference and Trade Show but need to make changes to your information, please contact the APDT office at (800) PET DOGS (800-738-3647) or by emailing conference@apdt.com.

Hotel and Travel Information

WHERE IS IT?

October 15-18, 2014
Connecticut Convention Center
100 Columbus Blvd
Hartford, CT 06103

LOOKING FOR A ROOMMATE OR SOMEONE TO SHARE A RIDE?

Visit the APDT Online Community to join the APDT 2014 Conference Roomshare/Rideshare Listings group. Attendees can post availability/needs for roommates and also for people looking to share the ride to Hartford.

HOW DO I GET THERE?

Traveling on I-91 North. Take I-91 North to EXIT 29A – Capitol Area/Convention Center (Left Exit). Stay in right lane. Take first exit on right – Columbus Boulevard/Convention Center. Turn RIGHT on Columbus Boulevard. The convention center and its attached parking garage are located immediately on the right.

Traveling on I-91 South. Take I-91 South to EXIT 29A – Capitol Area/Convention Center (Right Exit). Stay in right lane. Take first exit on right – Columbus Boulevard/Convention Center. Turn RIGHT on Columbus Boulevard. The convention center and its attached parking garage are located immediately on the right.

Traveling on 84 East. Take I-84 East to EXIT 52 to I-91 South, toward New Haven. Take EXIT 29A – Capitol Area/Convention Center (Right Exit). Take first exit – Columbus Boulevard/Convention Center (Right Exit). Turn RIGHT onto Columbus Boulevard. The convention center and its attached parking garage are located immediately on the right.

Traveling on 84 West/Route 2 West. Take I-84 West/Route 2 West to EXIT 54/Downtown Hartford (Left Exit). Stay in left lane over the Founders Bridge. At the bottom of the bridge, turn left onto Columbus Boulevard. The convention center and its attached parking garage are on the left side of Columbus Blvd.



Hotel & Travel

Traveling on Interstate 95 North. Take I-95 North to EXIT 48 to I-91 North, toward Hartford (Left Exit). Take EXIT 29A/Capitol Area (Left Exit). Stay in right lane. Take first exit on right – Columbus Blvd/Convention Center. Turn RIGHT onto Columbus Boulevard. The convention center and its attached parking garage are located immediately on the right.

Traveling on Interstate 95 South. Take I-95 South to EXIT 48 to I-91 North, toward Hartford. Merge onto I-91 North via EXIT 2 (Left Exit). Take EXIT 29A/Capitol Area (Left Exit). Stay in right lane. Take first exit – Columbus Blvd/Convention Center. Turn RIGHT onto Columbus Boulevard. The convention center and its attached parking garage are located immediately on the right

CAN I PARK MY CAR NEARBY?

The Connecticut Convention Center is pleased to offer 2,600 onsite parking spaces under the Center and attached 8 floor garage. In addition, there are 125 outdoor spaces for oversized vehicles in the surface lot (ceiling height for Level 1 is 8'2" and all other levels are 7'6"). Customers with electric-powered vehicles can get a free charge while parking. The parking garage has an area dedicated to the charging station where customers can plug in their vehicles while visiting. The garage is open 24/7. We offer 24-hour valet service for hotel guests and special events. Additional parking is available at the Science Center garage, Front Street South garage and Front Street North garage.

WHERE CAN I STAY?

Marriott Hartford Downtown

200 Columbus Blvd
Hartford, CT 06103
(860) 249-8000

Hilton Hartford

315 Trumbull St
Hartford, CT
(860) 728-5151

PARKING RATES

Parking rates are the same for all Adriaen's Landing parking garages.

Courtesy vehicles are operated throughout the garage during special events for our guests' convenience.

\$3.00 first hour

\$2.00 each additional hour

\$19.00 daily maximum

Marriott Hartford Downtown Overnight Guests

\$23 valet

\$19 self-park



Registration Form

2014 APDT Annual Educational Conference & Trade Show Registration Form

Please print clearly—this information will be used for your name badge.

Name _____ APDT Member # _____
 Designations _____ Twitter Username _____ Years as Trainer _____
 Address _____ City _____ State/PR _____
 Zip _____ Country _____ Email: _____ First APDT conference? Y N
 Business Phone: _____ Cell Phone: _____ Text notifications Y N
 Emergency Contact: Name _____ Phone _____
 How would you like to hear from exhibitors Mail Email Remove from list Vegetarian/Vegan? Y N
 What CEUs will you need? None CCPDT IAABC KPA NADOI IACP
 CCPDT ID # (required for CEUs) _____ Traveling with a service dog? Y N
 List any special needs (Due by 9/26/14) _____

WORKSHOPS	
Wednesday, October 15	
Trick Training 2:00pm - 5:15pm	
Handler <input type="checkbox"/> \$75	\$
Observer <input type="checkbox"/> \$50	
Thursday, October 16	
Friend or Foe? 9:00am - 4:45pm	
Handler <input type="checkbox"/> \$75	\$
Observer <input type="checkbox"/> \$65	
Dogs Love Me 9:00am - 4:45pm	
Participant <input type="checkbox"/> \$75	\$
Behavior Observations 9:00am - 4:45pm	
Participant <input type="checkbox"/> \$130	\$
Friday, October 17	
Friend or Foe? 9:00am - 4:45pm	
Handler <input type="checkbox"/> \$75	\$
Observer <input type="checkbox"/> \$65	
IAABC Workshop 9:00am - 4:45pm	
Full Day <input type="checkbox"/> \$100	\$
Morning <input type="checkbox"/> \$55	
Afternoon <input type="checkbox"/> \$55	
Dogs Love Me 9:00am - 4:45pm	
Handler <input type="checkbox"/> \$75	\$
Observer <input type="checkbox"/> \$65	
Behavior Observations 9:00am - 4:45pm	
Participant <input type="checkbox"/> \$130	\$
Saturday, October 18	
Crash Course 8:45am - 3:00pm	
Handler <input type="checkbox"/> \$75	\$
Observer <input type="checkbox"/> \$55	
Starting Your Business 8:45am - 3:00pm	
Participant <input type="checkbox"/> \$50	\$
OMIT Process 8:45am - 3:00pm	
Handler <input type="checkbox"/> \$75	\$
Observer <input type="checkbox"/> \$65	
WORKSHOP SUBTOTAL	\$

Conference Fees October 15-18, 2014 Early Registration Ends July 31, 2014								
	Premium Professional Member		Professional Member		Supporting Member		Non-Member	
Day	Early	Regular	Early	Regular	Early	Regular	Early	Regular
1	\$248	\$308	\$364	\$327	\$295	\$366	\$310	\$385
2	\$328	\$388	\$349	\$412	\$390	\$461	\$410	\$485
3	\$408	\$468	\$434	\$497	\$485	\$556	\$510	\$585
4	\$488	\$548	\$519	\$582	\$580	\$651	\$610	\$685
I will be attending: <input type="checkbox"/> Wed, Oct. 15 <input type="checkbox"/> Thu, Oct. 16 <input type="checkbox"/> Fri, Oct. 17 <input type="checkbox"/> Sat, Oct. 18								
CONFERENCE FEES SUBTOTAL								\$

T-SHIRTS & HOODIES			
T-shirts and hoodies must be pre-ordered and picked up at the conference. T-shirts and hoodies cannot be shipped and will not be sold at the conference.			
Item	Size		Price
T-Shirt	<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> L <input type="checkbox"/> XL <input type="checkbox"/> XXL <input type="checkbox"/> XXL		\$25
Hoodie	<input type="checkbox"/> S <input type="checkbox"/> M <input type="checkbox"/> L <input type="checkbox"/> XL <input type="checkbox"/> XXL <input type="checkbox"/> XXL		\$40
T-SHIRT & HOODIE SUBTOTAL			\$

TOTALS	
Conference Fees	\$
Workshop Fees	\$
T-Shirts and/or Hoodie Fees	\$
Conference CD-ROM (\$175)	\$
Prolibraries Online Access (\$150)	\$
TOTAL DUE	\$

Registrations will not be processed without payment. Make checks payable to APDT.
 Visa Mastercard American Express Discover
 Card # _____ Exp. Date _____ Security Code _____
 Signature _____
 Please mail or fax completed registration and payment to APDT, P.O. Box 1148, Greenville, SC 29602. Fax: 864-331-0767.

AVAILABLE CEUS

These are available through the seminars only, i.e.: general sessions, breakout sessions, presentations, lectures, demonstrations or other educational content that does NOT include hands-on interactivity with live animals. Attendees who register for a workshop may receive additional CEUs depending on the workshop and their certifying organization.

Seminars	CCPDT, IAABC, KPA, IACP, NADOI
Full Conference	29.7 CEUs
Wednesday, October 15	6.5 CEUs
Thursday, October 1	7.5 CEUs
Friday, October 17	8.25 CEUs
Saturday, October 18	7.5 CEUs

APDT Foundation 5K Run/Walk and 1 Mile Walk

Saturday, October 18, 2014

Hartford, CT

Where will the event take place?

Mortensen Riverfront Plaza by the Connecticut Convention Center. The course will be along the river walk by the convention center.

What time does it begin?

7:30 a.m. – Non-Competitive 5K Run/Walk begins

7:45 a.m. – 1 Mile Run/Walk begins

Event	Prior to 9/1/2014	Prior to 9/1/2014	Day of Event
5K Run/Walk	\$25	\$25	35
1 Mile Run/Walk	\$15	\$20	25

Is the event timed?

This event is a non-competitive fun run/walk and will not be timed. Competitive and non-competitive runners and walkers are welcome!

Is this a charity event?

All proceeds will go to support the APDT Foundation, a 501c3 registered charity with the Internal Revenue Service.

What do I get with my registration?

All entrants will receive a t-shirt and goodie bag.

Do you need volunteers?

Yes! We need volunteers to help out with packet pick up, check in and the race course. Interested applicants should email info@apdtfoundation.org.

The Annual APDT Foundation Auction and Reception

Friday, October 17

View and bid on some of the great items we have collected to raise funds for the APDT Foundation. Enjoy entertainment, hors d'oeuvres, dessert and our cash bar. Join for this fun night out!





Conference Policies

VIDEO/AUDIO TAPING AND PHOTOGRAPHY POLICIES IN SESSION ROOMS

APDT reserves all video/audio taping and photography rights at this educational conference. No video or audio taping is permitted in session rooms.

CONFERENCE CANCELLATION POLICIES

All cancellations must be made in writing and post marked or emailed no later than September 1, 2014 for a refund. Cancellations postmarked or emailed by September 1, 2014 will receive a refund less a \$75 processing fee. Cancellations post marked or emailed after September 1, 2014, and no-shows will not receive a refund.

Submit your cancellations to the APDT Registration Office in writing using one of the following:

E-mail - conference@apdt.com
Fax - 864-331-0767
Postal Service - APDT, P.O. Box 1148
Greenville, SC 29602-1148

You will receive confirmation of your cancellation no later than 48 hours after it is received by the APDT Conference Office. If you do not receive this notification, you should re-contact the office.

WORKSHOPS

Registration fees cover the cost of registration for the days you will be attending. Attendance at limited admission workshops requires additional fees.

WORKSHOP CANCELLATION POLICY

We rely on an accurate attendance count to make arrangements for our workshops. If you need to cancel your workshop attendance, the cancellation must be made in writing and postmarked or emailed no later than September 1, 2014. Refunds will ONLY be made IF we can fill your reservation for the workshop. No refunds will be available for cancellations after September 1, 2014. Please take this into account when you sign up for a workshop.

CONFERENCE BOOKLET

In order to move toward a more "green" conference, all speaker materials and slide show presentations will be available for download for attendees from the APDT website prior to the conference. They will not be printed in the conference booklet. An email will be sent at least two weeks prior to the conference with instructions on how to download the handouts.

APDT CONFERENCE DOG ATTENDANCE POLICY AND SERVICE DOG POLICY

The APDT Board of Trustees established that personal dogs are not be allowed at our Annual Educational Conference and Trade Show. This decision was based on concern for the safety and comfort of our canine friends and on our conference format.

Service dogs are an exception to this policy. If you intend to bring a service dog to the conference, you will be asked to review the following information and indicate acceptance of our policies.

Service dogs are covered by Federal Law under the ADA. The behavior of a service dog is the responsibility of the dog's handler at all times and handlers must always be cognizant of their dog's interactions with people and other animals. Service dogs are expected to be on leash, well behaved and under the handler's control, or if the handler is unable to control the dog for a time, under the control of a designated adult individual. If the handler's disability precludes the use of a leash, harness or other type of tether, the dog must be under the handler's control using voice cues, hand signals, or another means of communication.

Please be aware that if your service dog is observed demonstrating aggressive behavior toward a dog or person, you will be asked to remove the dog by the facility and it will not be allowed at the conference. The facility will be obligated to ask you to remove the dog to protect the safety of both people and animals. Aggressive behavior is defined as a constellation of behaviors including: **Hard stares, hackles up, pursed lips, growling, lunging and biting.**

Behaviors that may also lead to being asked to remove the dog are behaviors that may disrupt the facility's ability to conduct business, such as uncontrolled barking, lunging and jumping on people, and bolting from the handler without the ability to be recalled.

Service dogs must be house trained and handlers are responsible for cleaning up after the animal at all times.

Our policy allowing service dogs does not cover emotional support, comfort animals, and therapy dogs, which are not defined as service animals under Title II and Title III of the ADA. It also does not cover service dogs-in-training when the state laws of the conference location do not allow for service dogs-in-training to have the same public access as service dogs. Please review the state laws for this year's location (Connecticut) to determine if you are eligible to bring a service dog-in-training.



Where Did Dogs Come From?

What We Know and What We Don't Know About Dog Domestication

Jessica Hekman, DVM, MS

Dogs evolved from wolves. We've been certain of that for several decades by now. But there remain a lot of questions: Exactly when did dogs first appear? Did they join their fate with humans when we were hunter-gatherers, or were they attracted to us after the Agricultural Revolution, because we had begun to farm? Which group of ancient wolves did they come from? Knowing more about where dogs began will help us understand modern dogs and their behavior better. Academics are currently conducting a very polite debate about these questions in journals, waged over the course of years.

Why is the problem such a hard one? Until recently, the tools that we were using to get information about ancient canids were very limited. Our first tool was archaeology: digging up the remains of ancient canids, trying to figure out if the animals were more dog-like or more wolf-like, and then estimating the age of the find. It's not entirely straightforward to tell an ancient dog from an ancient wolf using only bones, especially when many archaeological finds are incomplete. The important parts of the skeleton for this work are the teeth and skull: Dog muzzles are shorter than wolf muzzles, so that their teeth are more crowded into the available space, and the last premolar and first molar are smaller in dogs than in wolves. Some interesting finds have suggested that dog-like canids first appeared between 15,000 and 30,000 years ago — that's just before agriculture was first developed.

A well publicized 1997 paper from Vilà et al. popularized a new tool for dating dog domestication: analysis of mitochondrial DNA, or mtDNA. Mitochondrial DNA is the DNA inside the mitochondria in our cells. Mitochondria used to be free-living organisms; they began to live symbiotically in the cells of multicellular

organisms billions of years ago, but still have their own separate DNA. Mitochondrial DNA gains new mutations at a regular rate, and these can be used as a molecular clock: Compare the mtDNA of two different species, and by counting the differences, you can estimate how many years ago the ancestral species split into the two new species.

The problem is that this molecular clock isn't very reliable or very precise. We don't really know exactly how fast mtDNA mutates, which makes the clock hard to calibrate. The 1997 findings suggested that dogs and wolves separated about 130,000 years ago — an order of magnitude more than the archaeological estimates suggested! Other mtDNA studies have been conducted since then, with a variety of results, none of them conclusive. It turns out that dog and wolf mtDNA divergence is particularly difficult to analyze because dogs and wolves can, and do still, interbreed. My Golden Retriever may not have a wolf in his immediate ancestry, but I suspect you don't have to go back all that many thousands of years to find one — certainly not all the way back to the domestication split. And there are quite a few populations of dogs in the world with much more recent wolf ancestry than that. This interbreeding really screws up the molecular clock.

In the last few years, though, the revolution in genomic tools — cheap and efficient sequencing of complete genomes — has gotten to the point where it's affordable to completely sequence the genomes of a number of dogs and wolves for a study. This is significantly changing the kinds of things we can learn about how dogs and wolves genetically differ. Instead of guessing at changes in mtDNA, we can look at the actual genes that differ between the two species. These new studies have set the date of dog domestication at 11,000 to 32,000 years ago, a date that is similar enough to the archaeological findings to make a lot of sense.

We've learned a lot of interesting things from these new sequencing studies beyond just a more precise date of domestication. A little more than a year ago, Axelsson et al. found that dogs make more of an enzyme for digesting starch than wolves do. The enzyme is called amylase, and dogs have multiple copies of the gene, whereas wolves have only one. These researchers wondered if this improved ability to digest starch meant that dogs were domesticated after the appearance of agriculture — if starch digestion was part of the domestication process. However, a study published in January 2014 by Freedman et al. dug deeper into the amylase question and discovered that in fact, not all dogs have extra amylase genes. Some ancient breeds, like the Husky, do not. Neither does the dingo. These very recent findings suggest that dogs were in fact domesticated before the Agricultural Revolution, and that some breeds later developed an improved ability to eat what we eat, adapting to their new post-domestication diet. You might imagine that such a change

Continued on next page

would have been less important to the Husky, living in the cold north as it did, where meat was on offer much more often than plants.

Freedman et al. also suggested that dogs didn't actually evolve from wolves. *Wait, what?* It's possible that both dogs and wolves evolved from a different ancient canid that doesn't exist anymore. Freedman came to this conclusion using a somewhat complicated genomic analysis that doesn't tell us anything about what such a canid would have been like, but it's an idea that resonates with reservations I've always had about the "dogs came from wolves" theory. Wolves are so shy, so hesitant to come near humans, and so focused on making their living by hunting. The ancestors of dogs seem more likely to have been scavengers, willing to live close to humans. Maybe some ancient canid did give rise to both species — the one moving closer to human civilization and becoming dogs, the other farther away and becoming wolves. With several studies coming out every year about dog domestication, we may learn more very soon.

For more information, check out "How Much Is That in Dog Years? The Advent of Canine Population Genomics" (www.plosgenetics.org/article/info%3Adoi%2F10.1371%2Fjournal.pgen.1004093), a recent open-access review article that provided much of the information in this story.

References

Axelsson, Erik, et al. "The genomic signature of dog domestication reveals adaptation to a starch-rich diet." *Nature* 495.7441 (2013): 360-364.

Freedman, Adam H., et al. "Genome sequencing highlights the dynamic early history of dogs." *PLoS genetics* 10.1 (2014): e1004016.

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Jessica Hekman, DVM, MS, is fascinated by dog brains. After completing her veterinary degree, she entered a PhD program in the genetics of canine behavior. She lives with her husband and three dogs in Urbana, Illinois, and is teaching online classes about genetics with the APDT this summer. You can find more information about her at www.dogzombie.com.



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Clearing Up the Confusion: Assistance Dogs and Their Public Access Rights

Mary McNeight, CPDT-KA, CCS, BGS

Remember the first time one of my students told me she would be bringing the two-year-old adult diabetic alert dog I helped her train into my under 20-week-old puppy class. Apparently her friend had gotten a puppy to train as an autism service dog for her daughter. Her friend wanted my student (and, by extension, her assistance dog) to come to my puppy classes for moral support and to ensure she got the foundation needed for a lifetime a service work. My initial reaction was to tell my former student that the class was for dogs under 20 weeks of age and this older dog was not permitted in class due to possible exposure of these puppies to illnesses that could kill them. I took pride in the cleanliness and sterilization of my dog training studio and wanted to ensure that these puppies were as healthy as possible. Then, I took one look outside my urban dog training studio's door and let out a big sigh. Who was I kidding? All these puppies had to do was walk outside my sterilized door and they would be exposed to an entire world of germs on the sidewalks used by hundreds of pet dogs being walked by my doorstep every day.

I quickly came to my senses and eventually let the adult dog attend the puppy class. I placed him and his owner behind a visual barrier to prevent the puppies from interacting with him and he was as gentle and as calm as we had taught him to be. He never even made a peep for the entire six-week class. It took me a few weeks to realize that I had legally made the right call. Had I told her the dog could not come, I, a service dog trainer and service dog owner, would have been violating the rights I had preached for so many years to my students.

So, how do you make sure you are not inadvertently violating the law? Know it, backwards, forwards, sideways, up, and down. In this article you will find clear distinctions between the commonly confused types of dogs that assist humans, and the dog and handler teams' rights under federal, local, and county laws. It is essential that you understand the inherent differences between the types of dogs so that you do not make public access mistakes that could cost you your business.

Definition of Disability

First off, since the term "disability" is critical in helping us understand the definitions of these types of dogs, it is important that we understand how the federal government defines the term. Under the Americans with Disabilities Act, "disability" is defined as: "a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of

such an impairment; or being regarded as having such an impairment" (www.ada.gov).

Major life activities include the following:

- Caring for oneself
- Performing manual tasks
- Walking
- Seeing
- Hearing
- Speaking
- Breathing
- Learning
- Working
- Sitting
- Standing
- Lifting
- Thinking
- Sleeping
- Eating
- Concentrating
- Interacting with others

As you can see, this is a pretty extensive list of major life activities, and at some point in time every single one of us has had one or more of these major life activities disrupted in some way. But in my personal opinion, just because you might have a major life activity that's slightly affected doesn't mean you should go out and train your dog to be your service dog. Even though you might be covered under the legal definition of the law, please take into account the spirit of the law. These laws were designed to help those whose lives are regularly disrupted and frequently destroyed by disabilities they have no control over.

Now that we know the definition of disability, let's take a look at the four commonly confused types of dogs that provide assistance to people who have some type of disability or ailment: service dogs, psychiatric service dogs, emotional support dogs, and therapy dogs. It is especially important that you understand the distinct differences between the four types of dogs because they all have different public access rights under the law.

Service Dogs

According to the Americans with Disabilities Act, service dogs are "dogs that are individually trained to do work or perform tasks for people with disabilities." Under the requirements of the federal law, if a dog has not been trained to mitigate the symptoms of a disability, he is not a service dog. If a dog naturally comes by his



A service dog being trained to push a shopping cart.

only task (such as the diabetic alert dog who naturally senses right before his owner passes out from extreme low blood sugar), he is not a service dog under federal law. Again, it is the act of *training* the dog to assist the individual with her disability that makes the dog a service dog under federal law.

Prior to 2011, federal law allowed other animals, such as birds, snakes, and monkeys, to be included in the definition of service animal. However, today this is no longer the case. Only dogs and miniature horses are allowed to be service animals.

You would think that knowing the federal definition of a service dog would be enough, but it's actually just the first of what could possibly be thousands of definitions of the term "service dog." I highly recommend you check with your state, county, and city to determine what their exact definitions of the terms "service dog" and "service animal" are.

Under the current federal mandate, if your state, county, or city defines "service dog" differently, and that definition gives the dog and the disabled individual *more* rights, the more lenient definition is typically what a judge will defer to in a court of law. However, if your state, county, or city restricts the definition of "service dog," the federal definition is what stands true. To put it another way, as a standard practice, states, counties, and cities can give disabled individuals and their service dogs more rights, but they cannot take away the federal rights.

Psychiatric Service Dog

Federal law has yet to officially define the term "psychiatric service dog." Despite there being no clear federal definition, the service dog community commonly defines a psychiatric service dog as a dog who is task-trained to mitigate the symptoms of a psychiatric disability. Psychiatric service dog tasks can include a range of behaviors such as fetching medication during a panic attack, finding an autistic child who has wandered off, turning on the lights in a room before a person with PTSD enters it, or performing deep pressure therapy to relieve anxiety.

Technically, the task a psychiatric service dog must perform is something the person with the disability would have difficulty doing on his own. For example, a lot of people who try to pass off their dogs off as psychiatric service dogs say that their dogs "carry their medication" for them. Under federal law this task would not mitigate the symptom of a psychiatric disability unless the medication was so heavy or awkward that it cannot be carried by the individual without difficulty (as is the case with oxygen tanks for people with emphysema). On the other hand, if the dog was trained to remind the individual to take his medication, most of the time this would be a qualifying task under the Americans with Disabilities Act, because forgetting to take medication on time is very common in a great deal of psychiatric disorders.

Because psychiatric service dogs are task-trained, they have the same public access rights as any other service dog under the Americans with Disabilities Act.

Emotional Support Dog

An emotional support dog is defined as a dog who provides a *therapeutic* benefit to a person with a disability. Under the current Americans with Disabilities Act, emotional support dogs are not service dogs because "the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition." Basically what this means is that if it is merely the physical presence of a dog that helps a person with her disability, that doesn't make him a service dog.

Continued on next page

Emotional support dogs have no public access rights under the current Americans with Disabilities Act because they are not trained to perform disability-mitigating tasks. Prior to 2011, emotional support dogs had public access rights because they provided assistance to a person with a disability. This change in the law has caused a great deal of confusion, especially in elderly populations in retirement homes/communities or those on assistance in public housing projects. In these populations, there is a tendency to assume that because Fido relieves their loneliness, anxiety, or depression their beloved pup is a service dog and can go anywhere with them. Most of the time these individuals confuse the rights given to emotional support dogs by the Federal Fair Housing Act (which guarantees their access to housing units) with the public access rights of true task-trained service dogs.

Therapy Dogs

There is no federal definition of a therapy dog. However, the main consensus is that a therapy dog provides a therapeutic benefit to a group of individuals rather than his owner or handler. Some therapy dogs are trained to do their tasks, others are naturally able to provide healing attributes by their calm physical presence alone. Therapy dogs are utilized in hospitals, courtrooms, nursing homes, physical therapy offices, national disaster sites, and even prisons.

Despite the fact that the majority of therapy dogs have a very high degree of training, greatly help a substantial portion of the people they meet, and have significant public access skills, they do not have any public access rights under federal law. To add to the confusion, the mass media frequently uses the terms “therapy dog” and “service dog” interchangeably, which only adds to the public’s misunderstanding about therapy dogs’ lack of rights under the Americans with Disabilities Act. Additionally, some service dogs perform tasks that have a therapeutic value to their handlers. This frequently results in further mix-ups about what constitutes a therapy dog versus a service dog.

It is possible that a trained therapy dog might also be a service dog. However, the majority of the time therapy dogs are paired with handlers with no disabilities and are not trained to mitigate the symptoms of a disability. Instead they are trained to help someone other than their handler.

Access Rights

In addition to the confusion surrounding the types of dogs that are considered service dogs under the law, people frequently get the access rights of service dogs backwards. Under the Americans with Disabilities Act, it is the *person with the disability* who has the access rights, *not the dog*. The person with the disability has the right to be accompanied by a task-trained, well-behaved service dog.



A father and son work on training their puppy to be a diabetic alert dog.

The Americans with Disabilities Act allows businesses to ask the disabled person to remove his service dog if the dog is threatening, or if the disruption the dog is causing is a fundamental alteration to the business’s practices. A clear example of this is a dog barking in a movie theater. Silence is a fundamental element of movie theater attendance so a barking dog would be a fundamental disruption to the theater’s ability to do business. However, under the Act, the movie theater would be required to allow the person with the disability back into the movie theater without his or her dog.

In Summary

It’s actually pretty simple to tell the four types of commonly confused assistance dogs apart and determine their public access rights under federal law. It really only boils down to the following two variables and five basic principles:

Variables:

1. Who the dog is paired with
2. What the dog is trained to do

Basic principles:

1. If a dog is not paired with someone with a disability, he is not a service dog no matter how much training the dog has had.
2. If a dog is not specifically trained to mitigate the symptoms of his handler’s disability, he is not a service dog. This holds true no matter what the dog does to help the person, or if the person has a disability or not.
3. If a dog is trained to help someone other than his handler, he is most likely a therapy dog.
4. The only type of dog that has any public access rights is a task-trained dog paired with a person with a disability.

5. Under the Americans with Disabilities act, it is the person with the disability who has access rights, not the dog.

So, now that you know the differences between the four commonly confused types of assistance dogs and their access rights, I'm sure you are asking yourself what happens if you allow a service dog into your puppy class and, unlike the dog in the example above, he is disruptive to the learning environment. Unfortunately there is no precedent for this exact issue in the current law.

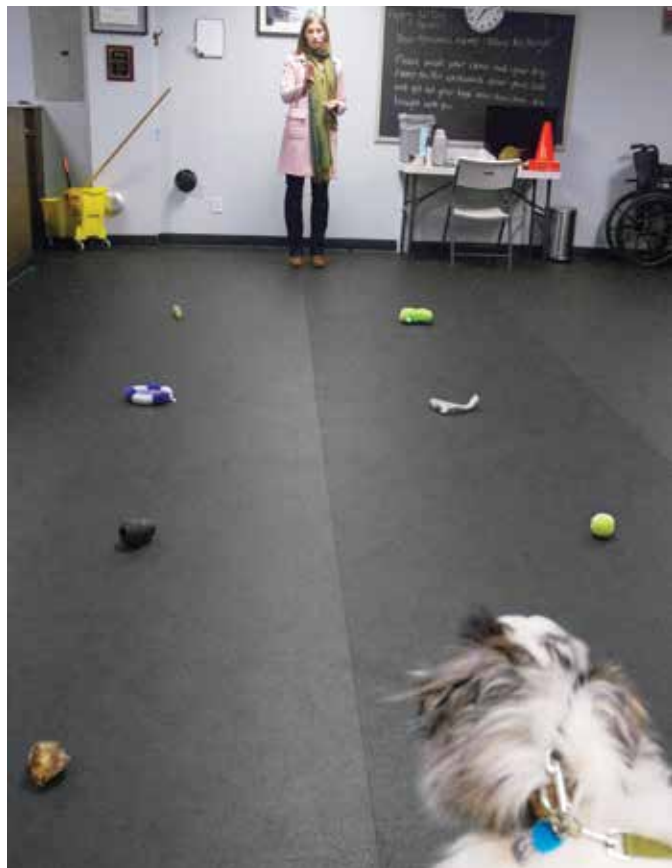
However, barking dogs and dogs who act in an inappropriate manner are the nature of our business. Under my personal interpretation of the law, if the dog is being as disruptive as the majority of the dogs in your classes typically are, you have no right to ask the person to remove the dog. However, if the dog is threatening other dogs or is a completely unmanageable disruption, you have the right to ask the person to remove the dog, just as you would with any other dog in your classroom. Just remember, you are required under the Americans with Disabilities Act to allow the person to return to your classroom without the dog.

The threat or intimidation factor is especially important to consider if you have any other service dogs or service dogs in training in the classroom. For example, under Washington State law, it is illegal to allow a dog, service dog or not, to intimidate or threaten another service dog. If I allowed one service dog to intimidate another service dog in my classroom I would be aiding and abetting in a crime. In this case I am perfectly within my legal right to ask a service dog who is intimidating another service dog to be removed from the premises.

Since most service dog owners are very conscientious about their service dog's behavior, it is highly unlikely that you will ever have this issue in your classrooms. In the unlikely event that it does happen, I would highly recommend that you document the experience as much as possible. In the contract I have students sign prior to registering for my classes, it states that I am allowed to photograph and video tape the class at any point in time. This allows me to have videographic proof that can be used to protect my business should something be challenged in a court of law.

If a situation arises that you are at all unsure how to handle, it is my personal recommendation that you work with a lawyer who specializes in the ADA. In addition to an ADA lawyer you also might want to work in conjunction with one of the newer class of lawyers popping up in major metropolitan areas across the U.S. who dedicate their entire practice to animal law.

With a projected exponential growth of the use of service dogs in the near future, it is to your advantage to know the access rights, local and state laws, and the distinctions between the types of service dogs, as well as



A medical alert dog learning to ignore distractions.

to have policies and practices in place to protect yourself and your business before any problems arise.

Mary McNeight, CPDT-KA, CCS, BGS, has been fascinated by dogs and the science of health as long as she can remember. While attending her final semester at the University of Michigan she was diagnosed with major depressive disorder and social anxiety. When years of therapy and medication failed to free her from her disability, she decided to train her own dog to assist her. Finding no one in her area who believed in self-trained service dogs, she had to make tasks and training methods up as she went along.

After several years of service she ended up having to transition to a new dog. She got an eight-week-old puppy and enrolled him in six hours of puppy classes a week. After personally experiencing the life-changing power of a service dog and still not finding any resources in the area for self-service dog training she decided she would have to become the resource she could not find. She obtained her state certified dog training degree and opened up Service Dog Academy in 2008 to try and help other disabled individuals train their own service dogs. Service Dog Academy now helps people around the world train their own dogs for service work via in-person classes and online video programs, and is currently expanding into providing already trained diabetic alert dogs. After finding out that a great deal of her anxiety and depressive episodes were related to blood sugar swings, Mary's main focus is now diabetic alert and medical alert dog training. She currently lives with a 13-year-old Siamese cat named Lilly, her now six-year-old yellow Lab named Liame, and two six-month-old Labradors named Luke and Leia.



Fido Come Home, Part One: Prevention and Preparation Tips for a Four-Legged Client Going Missing

Michelle Sevigny



It's a sentence no trainer wants to hear from a client: "I can't find my dog." Many years ago, I was

conducting a private session with a client and her newly adopted Fox Terrier, Tyson. After 40 minutes, we took a break to take Tyson out for a short walk. She leashed him up and we rode the elevator down 15 stories. We pushed through the revolving glass door, passed the concierge, and headed out to the covered driveway drop-off area. Cars to the right! Cars to the left! Horns blaring. People shuffling. Police sirens. The dog pulled backward, slipped his flat collar, and was last seen galloping toward the busiest street during Vancouver's rush hour.

And that's how quickly it happens.

A collar or leash breaks. A dog is spooked from a car's backfire during an outdoor training class, while walking off leash, or while heading into or out of an indoor group class. As trainers, we can create best practices to prevent a missing dog and prepare tools in advance if the unthinkable happens.

Identification

Nothing is 100% foolproof, but microchips and tattoos are two forms of fairly permanent identification. Ask your clients during the initial intake and record the information in advance.

Identification tags seem obvious, yet I meet dogs every day who don't have them. Create long-lasting company tags with your contact information that you can temporarily clip on a dog's collar in your class, or have temporary handwritten tags available when your clients arrive with no tag. Note: remember to update the tags if you change your phone number.

Equipment and Environment

As my Fox Terrier client demonstrated, dogs slip out of ill-fitting collars. You should already teach your clients about proper fit, but a quick collar check yourself at the beginning of each class ensures the correct fit — something I started to do after Tyson got loose. The fit of a collar or harness changes due to weight loss, thick coats groomed short, worn out holes stretching, or a rushed human advertently using the wrong hole. Also, periodically inspect the condition of the collar and

suggest replacement if it is deteriorated, or keep a few adjustable collars in your kit bag for temporary use.

We've all seen clients come to class with a chewed up puppy leash or a half-inch nylon leash for their full-grown Newfoundland. Keep a spare good-quality leash in your kit bag for temporary use during class. We want to teach the importance of loose leashes to the dog, but stress a firm grip to our handlers — show clients how to loop the leash around a thumb and grip with their fingers. Use carabiners (from your kit bag!) to help clients create an instant hands-free leash around their sturdy hips rather than draping it over their arms or stepping on it — neither of which will stop a fleeing dog.

Teach door manners as another way to prevent lost dog scenarios, and use a double door entry/exit system. Once you've taught clients a Sit, Down or Wait cue, encourage its use at your training center's front and back doors, outdoor gates, between separate indoor training areas, and at car doors and truck hatches prior to entering your facility and during outdoor classes. You may not be responsible for a situation prior to the start of class, but you don't want the association formed when a client tells everyone, "I lost my dog going into XYZ Dog Training Center."

Even better, encourage the use of vehicle restraints, whether it's via secured crates or canine seatbelt restraints. There is a lack of crash-tested research for severe accidents, but these systems are good for containment prior to leash attachment, and they prevent door dashes.

If you hold classes outside with a fence perimeter, set a schedule to check the fence condition for damaged boards or chain-link, as well as freshly dug holes. Be mindful of any objects, such as agility equipment, tables and chairs, or tree stumps that may help a dog leap over a fence during a prey-driven chase. Check gate latches, and if you offer board and train, double check the kennel or crate locks. My Rottweiler, Monty, surprised more than one boarding operator with his Houdini-inspired skills.

Be Mindful of Higher Risk Situations

Anytime the normal routine of either dog or human is disrupted, the potential for a dog to escape and become lost may be higher. The first night of group classes and graduation night are two times the owner may be nervous

or preoccupied, and therefore not monitoring his or her dog in the same way.

Newly adopted dogs, foster dogs, and young puppies may be at greater risk. My Fox Terrier client was a newly adopted dog who was only beginning to get comfortable with his urban environment.

Holiday fireworks, Halloween trick-o-treaters, New Year's noisemakers, and other unusual holiday situations may frighten dogs, increasing their risk of escapes. While trainers don't normally offer classes on holidays, there are still the lead-up festivities and the after party to consider

And thunderstorms! You probably won't start classes during severe weather, but it can change within an hour. Lightning, thunder and heavy rains may frighten dogs, increasing their desire to escape.

Prepare Documents in Advance

If you have lost dog information documents, flyers, and poster ready in advance, you can immediately launch into effective search mode. You — and more importantly your client — will not be thinking clearly at the moment a dog goes missing, and even simple tasks such as using a computer will become stressful. And you know that is the exact moment when your ink cartridge will run out too!

Lost Dog Information Document

It is a time saver to have accurate notes about identification, contact information, and other details about the situation ready at hand. I prefer to have a separate and specific "lost dog" document so that I am not fishing through a detailed client intake form for the necessary information. But at the very least, you can add a few more questions to your intake form that would help in a lost dog search situation.

Ask your clients for their dog's:

- Microchip, tattoo, license, and rabies tag information
- Recall word if it isn't "come"
- Absolute highest value reward (for example, my dog's was fresh pepperoni)
- Favorite toys and food
- Distinguishing features, such as scars
- Known fears

Leave space for:

- Time, date and area lost
- Description of ID tag, collar, leash, or clothing that particular day
- Brief circumstances leading up to the situation

Having detailed information specific to the lost dog scenario provides a clean document to photocopy for search volunteers and allows you to disseminate

information easily to animal control and veterinary contacts, as well as your social media fan-out and more.

Lost Dog Flyers

The goal of flooding the area with lost dog flyers and posters is to increase the number of eyes looking for the missing dog. Flyers and posters should be easy to read and most importantly, created in advance so they are ready for immediate response. As a trainer, you can make generic flyers ahead of time that you can fill in if needed. Too busy for creative art time? I hear you! After an initial hour creating a template, this should take no more than ten minutes per client. Especially if you are working with a dog for a while in board and train or doing ongoing behavior modification, create flyers for the specific dog and save them on your computer.

Flyers are designed to be used as handouts, and posted on community boards or anywhere people may be walking by. Using your computer, create an 8 ½- by 11-inch template and use black ink for less fading. Take two digital photos of your four-legged client as part of your intake. Owners will have many, many photos of their dog in all sorts of cute poses, but you want a clear headshot and full side body shot that clearly depict their dog.

You don't want a flyer cluttered with unnecessary information, otherwise nothing will be remembered — only the facts, ma'am! "LOST DOG" or "STILL MISSING" are simple and clear headings. Include the dog's name, breed, and description — the general public may not know what a Rottweiler looks like, but they will understand "large black and tan dog with stubby tail" — but keep descriptions short and effective. Age is not vital. Weight may be added as it gives an indication of size that cannot be conveyed in a photo. You don't need an extensive description of the dog's collar (e.g., "pink with white paw prints on it") since the collar may not even be on the dog anymore. And you don't want people discounting a black and tan dog simply because there was no collar — you want every possible sighting being reported, at least initially.

Include two contact phone numbers; you don't want to miss calls if you are using your phone to coordinate a search. We are a very polite society, so add "Call 24/7," otherwise someone who spots the dog may think twice about calling at 5 a.m.

There is no need to include date lost or location. It is not relevant to anyone else when or where the dog was lost — he's lost! — and it only adds to the information clutter. If you saw a flyer that indicated a dog was lost two months ago in an area 12 miles away, what would you think? Right. The dog was either found already or deceased, and that Rottweiler you just saw couldn't possibly be the one.

Continued on next page

Predict the question and add “If the flyer’s still posted, the dog is still missing,” so everyone knows the search is still active. Just like on Craigslist: “If you see this ad, the item is still available.” Add “DO NOT CHASE” to remind people to squash their instinct if they spot the missing dog. You know from teaching recalls that chasing a dog is never good, and it further puts a dog at risk for injury if he is chased into traffic.

Don’t advertise a reward. As a police officer, I’ve spoken to more than one criminal mind who said they found or stole a dog and waited for the reward posters. True dog lovers will help because they want to help, not to make money, and rewards may invite criminals or simply greedy people who may chase a dog, putting him at risk.

Create this flyer for each client, save it on your computer, and print copies for your current class list (if it’s for your own dog, make 50 copies right now!). Nothing adds more stress to an immediate search than a printer that has run out of ink, forcing you to find an open store with a working photocopier and often requiring that you have cash on hand.

Lost Dog Posters

Another method to save time and stress is to create poster boards for high vehicle traffic areas. Depending on your search radius, you’ll need ten or more, so start by making at least three or four, and keep them in your home or training facility. Buy foam poster boards in fluorescent colours (best) or bright yellow (good). Use a wide, black permanent ink marker and write “LOST” or “MISSING” in large block letters at the top. Attach a page protector — open side down — with heavy-duty wide tape to the middle of the poster board (this is where your lost dog flyer will go). You will leave the bottom blank



for information about a specific dog who becomes lost if needed. That’s it! On one search I assisted with, the feedback was overwhelming about how many people knew of the lost dog from seeing the posters at busy intersections within a few hours.

Nobody wants a dog to go missing. But it can, and does, happen. Prevent a lost dog incident by ensuring your clients’ dogs have proper identification, checking equipment, reducing risks in the environment, and creating lost dog flyers and posters in advance. Oh, and Tyson? My client had started to run after him until I yelled, “Hey! Stop! Turn and follow me, now!” We raced in the opposite direction waving our arms and squealing higher than squeaky toys. Tyson stopped, turned and ran toward us. “Wow, I can’t believe that worked!” she said. I was ready with a lost dog response plan, but yes, thankfully, this time things worked out.

Coming next: Fido Come Home, Part Two: What to Do in the First 48 Hours After a Dog Goes Missing

*Michelle Sevigny, a former professional dog trainer, is the creator, head instructor, and director of instructor development of Dogsafe Canine First Aid, which offers a number of services geared toward the safety and wellbeing of dogs. Michelle is the author of two books, **DOGSAFE: Everything Your Dog Wants You to Know in an Emergency and Operation Find Fido: How to Find a Lost Dog Fast**. She has a bachelor’s degree in communications and psychology and was a Vancouver police officer for nine years before switching directions to work with dogs full time. She lives in North Vancouver, B.C., and recently said goodbye to her demonstration dog, Monty, a Rottweiler adopted from the Vancouver city animal shelter.*



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Just outside of Albany, New York, a cavernous room in a dog training facility echoes with the frenzied barking of dogs. Their feverish pitch is matched by their humans. Pulsating screams of “Go, go, go!” quickly turn into “Come, come, come!”

Visually, it seems like chaos. Dogs rushing up and down a 40-plus foot aisle, leaping over hurdles to reach an unassuming target, a single tennis ball resting on a small shelf on top of a black box-like object. The dogs are learning how to play flyball.

Teaching flyball to these dogs was new territory for the trainers, Becky Hutchins and Shawna Sacher.

“In the past, I’ve had quite a few clients ask me if I taught flyball, but I didn’t and I didn’t know of anyone around here who does teach it,” said Becky, an APDT member and veteran dog trainer in the Albany area. Becky is certified through the Certification Council for Professional Dog Trainers and specializes in agility, having put many titles on her dogs.

She had just returned from the APDT’s conference in Spokane and was eager to offer some new classes. Flyball immediately came to her mind.

“There’s a need in our area for flyball,” she said, “so I called the regional director for the national club.”

She reached out to Cindy Henderson, the North American Flyball Association (NAFA) regional director for the area covering New England as well as New York. Cindy, an approved NAFA flyball judge, has been playing flyball since 1999 and has been competing since 2000.

Becky drove several hours to Massachusetts to meet Cindy and watch a team practice. From Cindy, she learned that there were not any local clubs or teams near Albany, and the closest practicing team was several hours away. Not having any active teams or clubs made the sport practically untouchable for the average Albany dog owner. Training and general involvement was just too hard to find.

Seeing a business opportunity, Becky approached Shawna, owner of Shawna’s Dogs, a dog daycare facility in Glenmont, a suburb of Albany. In addition to teaching classes at Nassau Veterinary Clinic in Nassau, N.Y., Becky is one of a several trainers who offer classes at Shawna’s facility.

“Having Becky suggest flyball was amazing,” Shawna said. “It was something I’d always wanted to learn more about. This opportunity was so exciting and I was happy to jump at the chance. Anything to provide something new and exciting for pet parents to do with their ‘fur babies’ is inspiring.”

Continued on next page

Let's Play (Fly)ball!

Teresa Brown



Brightly
Photography

Her facility was perfect; the building has a large, rectangle-shaped training room, plus she had a separate network of clients and friends to tap into for classes.

To gauge interest in classes, Becky and Shawna decided to host a mini-flyball seminar — what would be the first flyball seminar offered in the Albany area taught by an NAFA member. Cindy had not only offered to teach the seminar, she had agreed to bring a couple of her team members, equipment and dogs along.

They settled for the second Saturday in November for the three-hour seminar. To make sure there was plenty of hands-on training available for the dog/handler teams, Cindy advised them to limit the working teams to 10. There was also room for 14 audit seats.

The charge was minimal, \$30 for working teams and \$15 to audit. The cost was kept low to encourage rapid sign-ups. Promotion for the seminar was done exclusively through word of mouth, email client lists and Facebook announcements. In spite of the modest promotional efforts, the working team openings were filled in one day and the audit openings in three days.

On seminar day, Cindy and her team made the early morning trek from Massachusetts, bringing with them all of the equipment needed to set up two functioning flyball lanes. Two lanes meant two boxes, four hurdles per lane, lane dividers, rubber floor mats, and lots and lots of balls. Once everything was in place, class began.

It was surprising how quickly some of the dogs took to the sport. Pit Bulls seemed to be naturals; they loved bolting down the lanes, soaring over hurdles. Within those three hours, some dogs were flying, grabbing balls and racing back to their owners.

“What makes this sport special is that it requires the dog to do all of the work and the owner becomes the enthusiastic cheerleader,” Becky said. “As a trainer, it was a joy to watch people work with their dogs and to see their dogs loving it.”

Flyball fever was infectious. Becky and Shawna started the first flyball class in January with a full class of five handlers. “We’re really excited to offer the class and bring flyball to the Albany area,” Becky said. “This is such a fun sport that’s really team oriented and doesn’t require anything except enthusiasm. All dogs, regardless of shape, size and breed, can play.”

Getting Flyball Started in Your Area

To get classes started in your area, contact the NAFA’s regional person for your area. The NAFA representative can help you find clubs or teams that might be nearby. If there are no training opportunities, it’s an opportunity to create your own.

Becky and Shawna used the seminar as a launching point for their six-week course. Seminar participants were identified as potential students and were notified by

email and Facebook when the first course was scheduled. They also marketed the course through current and past clients, friends, and other dog trainers.

To build more interest and public awareness, once flyball classes have started, consider offering demonstrations at public events, like pet expos and dog-friendly events. If time permits at the public events, offer walk-on opportunities for people to try playing flyball with their dogs. Nothing will sell a class more quickly than first-hand experience. Be prepared to distribute flyers, postcards, and business cards to potential clients.

This sport can be a heaven-sent training opportunity for people with highly active dogs. It’s not always practical for owners to provide the amount of exercise super-charged dogs need, and flyball allows the dogs to run while the owner remains stationary. It can be a perfect solution for owners who cannot run or keep up with their dogs’ energy level. This advantage can be a major selling point to be promoted to owners.

Flyball is also a team sport that’s family friendly. There is plenty to do for people who are not working with a dog. In addition to having a dog/handler team, you’ll need someone to act as the “boxloader,” the person in charge of resetting a ball in the box after each run. The boxloader stays at the box the entire time people are running their dogs. As the dogs return to their handler, you’ll also need someone collecting and returning the balls to the boxloader. And there’s always a need for extra people to stand near the hurdles to help keep the dogs on the lanes and jumping over the hurdles rather than running around them.

Basic Equipment Necessities

- Flyball box. You don’t have to start with a competition-quality box, which can cost from \$750 to \$800; a beginner box will work. You can find information about boxes, including buying and building your own, on the flyball marketplace website (www.flyballdogs.com/marketplace/#boxes).
- Hurdles. Hurdles can also be purchased or built. Plans and information can also be found on flyball marketplace site (www.flyballdogs.com/marketplace/#boxes).
- Training space. You can train some elements of flyball in limited spaces. Those elements include building drive, teaching jumps, and strengthening recalls, but eventually you will need to set up at least one running lane. Beginner lanes can be shorter, but a competition lane will be just over 55 feet long with up to another 50-foot for a running start (the dogs are allowed that much of a head start if needed, since they should be running full speed by the time they cross the start line).

- A lot of tennis balls. Make friends with tennis players — they can keep you busy with plenty of retired balls!

Setting Up a Course

To build a competition-size lane, you'll want the flyball box set up at one end of the course, 15 feet away from a hurdle. A total of four hurdles will be placed on the lane, no more than 10 feet apart from each other. The start line will be no more than 6 feet from the first hurdle.

Beginner courses can be smaller than competition size. While competition lanes require a 10-foot separation between hurdles, place beginner hurdles closer together. The eventual goal is for the dogs to use a single running stride between the jumps.

As mentioned above, dogs do not start right on the start line. In competition, they start the dogs back much farther so they are running at their maximum speed by the time they cross the start line.

Training

In Becky's and Shawna's six-week course, all beginner equipment is provided. Handlers are asked to bring in a hungry dog, lots of small treats, and a crate if their dogs are particularly high energy. Flat buckle collars or basic harnesses are allowed, but no slip collars or no-pull harnesses.

There are several components to training flyball that can be taught away from the run lanes:

- Drive. Playing tug helps to build drive with the dog. Tug toys are used to encourage or lure the dog to "hit" the box and turn quickly.
- Recall. The sport requires your dog to race down a lane, grab a ball, and race back to you. A strong recall is imperative.
- Retrieve a dead ball. Since the ball is motionless, dogs must be trained to grab and hold the ball until it returns back to the handler. Competition boxes are spring-loaded so a ball will pop out when the dog hits the box, but the dog still must catch and hold the ball.
- Jumps. The dogs must be comfortable clearing the jumps. Puppies can start with four-inch jumps, but ultimately the jumps will depend on the height of the dog (use the dog's height at the withers, round down to the nearest inch, and subtract five inches). Jumps can be introduced one hurdle at a time.
- Turns. Dogs are taught to hit and turn on the box. These turns on the box are called "swimmer's turns." The goal is for the dog to bank on the box to turn around much like a swimmer does when swimming laps. The swimmer's turn is taught by using a push or "hit it" target and luring the dog up onto the box. Dogs will have a preferred turn

direction, left or right. It's the first thing to watch for when teaching the swimmer's turn because the boxloader needs to place the ball on the matching side to maximize the turn speed.

- Two lanes. Eventually training will use two lanes. At this point, a strong recall is critical. You don't want the dogs to start chasing each other as they run down the lanes. Dividers and gates can also be used for safety.

Flyball is a terrific sport. It focuses on the dog's enthusiasm and enjoyment of play. As a family-friendly, team-oriented sport, it's a smart addition to any training business program. It's easy to set up initially, requiring minimal equipment and little experience. It offers a healthy, fun choice for clients who have high-energy dogs and want a straightforward energy outlet or those who simply want to try a new sport with their dogs. If you're thinking about taking the leap, embrace the flyball cheer and go, go, go!

Online Resources

- North American Flyball Association – www.flyball.org
- Flyball marketplace - <http://flyballdogs.com/marketplace/#boxes>
- View upcoming competitions - <http://www.flyball.org/database/reports.php>

Teresa C. Brown is a freelance writer in Albany, N.Y. A former San Francisco Bay area newspaper reporter, she also works at a veterinary clinic and teaches an adolescent dog manners class. She attends graduate school full time, pursuing a master's degree in communication, and on weekends shows her Akitas in conformation.



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Ask ten trainers a question and you'll get ten different answers! If you have a suggestion for a topic to be covered in this series please email jamiemckay@optonline.net.

This month's challenge was submitted by Amie Glasgow, CPDT-KA, www.mdspca.org.

I encourage all family members to attend my group classes. I have occasionally encountered a few marital/couple disputes over training during class. It usually involves couples who are not consistent with their dog and then argue with each other in class. I'm a dog trainer, not a couple's counselor, so I'm not always sure how to address this! What approaches do other trainers use?

Karen Reilly, CPDT-KSA
www.pawsforobedience.com

This is one of the challenges of group classes, and comes up more often than we like.

One of the ways I have handled this situation is to explain that there are many ways to reach the same result. However, I do insist that the person holding the leash is the one training the dog. They may switch out who is working the dog during the class time, and it's very important that the person *not* holding the leash remains silent while learning the exercise by observation. I try to convey that it is in the dog's best interest not to be distracted by his humans' disagreement.

Margaret A. Johnson, CDBC, CPDT-KA
www.humanertrainer.com

At the first lesson we tell people there are two rules for when there's more than one person in class with a dog:

1. Only one person works with the dog at a time. They can take turns, but the dog needs a solo performance, not a chorus, to be able to focus and learn.
2. The people watching the other person working with the dog can **ONLY** tell the person what they're doing **WELL**. We explain that *we* are there to coach them if they need it (notice we don't say "if they are making mistakes").

We tell them that by doing this, they not only are helping the person working with the dog do better, they're also solidifying those things in their own brain so that when it's their turn, they're likely to do even better! When you

get groups of people, competition is almost inevitable, so this plays well into that dynamic.

When we hear people telling family members what they are doing well, we immediately say "great coaching!" and give bonus bones — candy — to reinforce them. We might need to remind them of that rule in a couple early lessons. Everyone acknowledges it can be hard for people to change that behavior.

We've had people come in who were very down on other family members, and by doing this they've all turned around. It's a very satisfying experience for us. People respond to positive reinforcement as well as dogs.

Janine Allen, CPDT-KA

I like to set up practice sessions in class and have my students first observe and then comment about each team, starting first with myself and a demo dog (sometimes making intentional mistakes). They are to simply describe the behavior of the dog and the behavior of the handler. Then I ask the group what other choices from the training protocol the handler could have made. I find that this helps take some of the emotion out of the training session and facilitates communication.

When addressing an argument, I simply ask questions of each party and let them come to a compromise. Often times, when you ask why, you reveal more information that the other party did not know, and they start understanding their partner's view.

Laura Van Dyne, ACDBC, CPDT-KA
www.thecanineconsultant.com

Generally, I want the discussion to be private if emotions are riled, even a little. If it's in class and things heat up, I'll recommend they stay after class and I will answer any questions each may have. Or, perhaps I will schedule a private so we can have time to discuss it. If it's a question about training style/approach and not emotional I'd rather deal with it in class so everyone can hear the discussion.

I've found a common theme to be something like: he says, "The dogs is great for me, all I have to do is raise my voice." and she says, "That does not work for me."

My response is that men have, in general, deeper voices, and are larger and more powerful, so threats (I will word this more delicately) often *do* work. The problem is that his solution won't work for her. She's got a higher voice,

less physical power, and the dog knows the threat is empty. The kids are in an even worse position.

The upshot of this is that he (unintentionally) sets her up for failure and frustration. If he can understand this we can have a discussion about what type of training techniques will work for everyone.

Quite honestly, if he can't understand what I'm saying (and there are some who do not or will not!), at least she knows my position.

Renee Premaza, CDBC
www.jerseydogtrainer.com

I have encountered this scenario in group classes as well as during private training sessions. When I see couples arguing about how things should or should not be done with their dog, I speak privately with them, being very careful not to sound like I'm taking sides. I explain that discord between them, especially when the dog is able to see and hear the argument, only adds stress to the dog's life and possible issues. When dogs are stressed they can't learn. I tell them how important it is to set the dog up for success, that they both must be consistent in their methods, and both need to avoid competing with each other. They must work as a team because their goals are identical: to improve the relationship between them and their dog.

Kathy Dunn, ABCDT
K9KeltsDogTraining.wordpress.com

I've had some of those family issues between spouses, and between parents and children. Fortunately dogs are very flexible and learn the personality of differing family members, good or bad.

We are not marriage counselors, so when there are "discussions" or "criticisms" of one to the other, I say something like, "I can see what you are saying, and I can also see [name] is doing/not doing [name the behavior/action] the way you may do it. However, since we are in class, let's have only one person work with the dog and practice, and then maybe next class the other can take a turn. I know you both want what is good for the dog, and to have a well-mannered dog, so I suggest at least for now during these sessions to try the techniques we suggest in class. After all, you have paid to come and learn from us. So let's give it a good try" (or something similar).

The key is to focus on the dog and remind them that they paid to have my expertise because their ways were not working.

I have had wives whisper in class to me, "Can you work on my husband? He doesn't listen to me." To which I nod my head and tell her that I will help him train the dog. I try to use good communication skills, good listening

techniques, good questions, and good statements that follow this type of formula: "I feel [name the feeling] when you [name the behavior] that it causes [name the result]." Finally, I try to come up with some compromises that fit the dog and the family. I had one couple who kept getting in an argument over the cues "off" and "down". We resolved it by saying "down" meant the dog would have to lie down, and therefore the dog was no longer getting on or jumping up on people or objects. Just so long as when the dog was jumping and they said "down," they used it to really mean the dog should lie down. It was a solution, and so they didn't use the word "off"; instead they asked the dog to either sit or down. It was simple things like this that resolved the issue. I didn't solve the underlying causes of the family problems, but managed to keep order in my classes and still get the dogs trained. I highly recommend dog trainers take a class on good communication skills.

Stephen McKay, CPDT-KSA
McKay9 Dog Training LLC
www.mckay9.com

I tell these couples that the husband must be right. I also add that my wife and I always fight about training, but that I'm always right.

DISCLAIMER: Before anyone takes this last response seriously, this is my husband. He submitted this as a joke!!!

Ask the Trainer editor Jamie McKay, CPDT-KSA, gained her early experience at the New Rochelle Humane Society providing training to enhance the adoptability of shelter dogs while teaching safe handling skills to volunteers. Jamie is the training director of family manners at the Port Chester Obedience Training Club in New York, where she teaches classes as well. She is a CGC evaluator and competes in agility and Rally obedience. Jamie and her husband, Stephen, own McKay9 Dog Training LLC and are themselves owned by two Shetland Sheepdogs, a West Highland White Terrier, a Golden Retriever and a Border Collie.



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Drama-Free Dogs: Coaching the Canine Actor

Marisa Scully, CPDT-KA, and Perry DeWitt, CPDT-KA

Marisa Scully and Perry DeWitt, of Philly Dog Training, recently had their dogs Super (a Yorkie/Jack Russell Terrier) and Billy (a Shepherd/Husky mix), hired to star in a commercial for their local ABC affiliate*. After seeing the video, I became curious about the process of training a canine actor for a photo or film shoot: What was it like for them and their dogs? What kind of preparation was involved? Would they recommend the experience to other trainers? It turns out this was not the first canine acting experience for either Marisa or Perry. Here's what they had to say on the subject.

One of the first shoots I (Marisa) did with one of my own dogs was for a national television channel. When we arrived at the shoot there was a long waiting period before going on set, and when we (myself and my dog, along with nine other dogs and handlers) arrived on set, the agent immediately told us to “keep the cookies to a minimum,” as she did not want handlers returning to reinforce their dogs getting in the way of the film crew.

Everyone was instructed to set their dog up on set in a Stay and then walk away. Because my dog is seasoned at performing a variety of behaviors in a variety of environments filled with distractions, I was confident he would perform nicely, but I still hurriedly walked away from him, ran back and rewarded, repeated twice, released him, and then reset him, while everyone else asked their dogs to get into position. When everyone else finally got their dogs set up in their designated spots, they told their dogs to stay and we all walked off stage. Every single dog, except for mine, followed their handler off set, confused and stressed. The handlers immediately became embarrassed and frantic, resetting their dogs and repeating “stay” in louder tones, and then attempting to walk away. What followed was a super-long, super-unsuccessful shoot where the dogs were not performing, the handlers were frazzled, and the film crew was not getting footage. This brings us to the first rule of handling a canine actor: **Advocate for your dog.**

Had the agent said to the film crew, “OK, we are going to need five to ten minutes of time on set before rolling to warm the dogs up,” the crew could have taken a quick break and come back to a group of dogs who had already begun understanding their tasks and building confidence and comfort with the new application in which they were being asked to perform. Perhaps a few of the dogs would not have been ready regardless, but a warm-up with at least a few repetitions that were generously reinforced would have given everyone a better start. Is five to ten minutes of warm-up time really that much to ask for? I think the film crew, studio, and customer would all



prefer that time be taken for preparation, rather than what ensued, which was hours of unsuccessful attempts.

I advocated for my dog, directly going against the instructions of the agent, and yet I wound up pleasing the agent more than any of the other handlers. In order to do any kind of high-pressure work with a dog, it is imperative that you speak up for the needs of your dog. Not only will it increase the chances of success, it is the only way to make this kind of work fair to the animal whose emotional well-being you are responsible for. Which brings us to the second rule of handling a show biz dog: **The emotional well-being of the animal is the first priority.**

Despite the fact that my dog was the star of the shoot, the whole scenario was quite discouraging, as I saw every person and dog feel like a failure, continuing to attempt the same things over and over again with only worsening results. As trainers, we should all be sensitive to the emotional well-being of our animals at all times, but especially when they are being used for the purpose of human benefit. It is extremely unethical to put animals through stress for something like a commercial or TV show.

This doesn't mean that animals can't be used for our entertainment, but the animal *must* be happy and cheerfully cooperative, and this is quite possible as long as necessary steps are taken to ensure that the dog is prepared and comfortable in the context of performing for film or print work.

Does Your Dog Have What It Takes?

Not every dog is cut out for media work, just as not every person is suited to be an actor. Some dogs fit the Hollywood bill better than others. Since our dogs do not have much say in the activities we enroll them in, it is important to evaluate whether a specific dog is right for the job before pursuing a career in animal acting. There are a few key factors to keep in mind when evaluating whether your dog is right for this kind of work. The three things that are the most important to consider are temperament, working endurance, and adaptability.

In order to be successful on set a dog must be social with people and other dogs, and must not be sensitive to new and different environments. As a canine actor, your dog will encounter a number of different people, many of whom will be wearing uniforms and equipment. Dogs who are uncomfortable or who may lose focus in the presence of large numbers of people, or people who look different than the people they are accustomed to, may not make successful actors. Many times your dog will be asked to work side by side with other dogs or animals, or will have to share space with other animals during down times. If canine actors are not comfortable doing so, it may be hard for them to find many jobs and unfair to ask them to perform this kind of work.

While it is proven that dogs work and learn best in short spurts, this is rarely an option on set. Often the days are long, the set is hot, and the dog must maintain peak performance for long periods of time. Overweight dogs, older dogs, or dogs who otherwise are not able to work for long durations or multiple times throughout a day may not be appropriate candidates for media work.

When working on set things often do not go as planned. Dogs must be able to adapt quickly to new people, new environments, and new skills in order to be highly successful actors. Preparation will only take you so far, and if your dog is unable to cope with a sudden environmental change, a new person, or a new task, he may not be best suited for acting. My (Perry's) Border Collie, Goose, is a good example of a dog who is naturally suited for commercial/media work. He can work for long periods at a time, recovers quickly after working, will perform for anyone who has his reinforcer, and is quick to pick up new skills or behaviors. In a Pep Boys commercial shoot, he worked all day (with breaks, of course) sometimes taking a scene over 10 to 15 times in a row. He is a dog who is not sensitive about his performance and can repeat the same task over and over with unwavering enthusiasm.

It is unfair to ask a dog who does not have this kind of confidence in his performance to work at this level of intensity for such a duration. Remember that the proof is often in the pudding. If the shots come out after numerous takes, and the dog continues to appear happy and confident, then he is likely suited for the job. Unlike human actors, dogs cannot "put a smile on" when they

are not actually happy. If the dog clearly enjoys the work (you know your dog best) and can stay focused for long periods, he will likely make a great actor.

Foundation Behaviors for Aspiring Canine Actors

If you think your dog has what it takes to be an animal actor, there are a number of foundation skills that will help him to be successful and give him a leg up over other dogs competing for jobs. Often there is not a long period of time between finding out your dog got the job and the shoot itself. If the tasks are complex, you will not have much time to teach your dog his new behaviors, and proof them well enough to be performed in a new location in front of a lot of people, and potentially to perform these behaviors for others. Having good acting foundation skills will make learning most new behaviors a breeze, so you will be able to focus on fine-tuning and proofing the behaviors rather than teaching them from scratch. The foundation skills we recommend teaching are:

- Sit
- Down
- Stand
- Stay
- Nose target an object
- Paw target an object
- Go to a mark
- Look at me
- Look at someone/something else
- Hold/carry something in your mouth.

All of these are relatively simple behaviors that, when combined in different fashions, make many rather complex and diverse tricks that will make your dog the talent agent's number one pick.

If you are only going to teach one thing to your aspiring canine actor, it should be a bomb-proof Stay. Especially for print work, in many cases this is all your dog needs to be able to reliably do. A rock-solid Stay, trained positively so the dog enjoys it, will allow you to leave your dog and get behind the camera so that shots can be more quickly and easily set up. Your dog should be able to stay in a Sit, Down, and Stand position, and bonus points if he can hold a Beg position. Without this skill, both you and your dog will become incredibly frustrated quickly on set.

Having good body awareness, especially of his nose and front paws, will make learning many new behaviors a cinch. Billy had to learn how to "turn on a TV" for the ABC commercial, and because he already knew how to nose target different objects, we only had to work on getting more distance and nose targeting from a Stay rather than learning the whole behavior from the ground up. Because I only had about two weeks to teach and proof this behavior (along with a few others), I saved a lot of time and stress by having already built the nose targeting foundation.

Continued on next page

The same goes for paw targeting and holding and carrying objects. Instead of scrambling to teach complex behaviors to your dog in a short period of time, you can work on fine-tuning behaviors like opening or closing doors, digging, pawing at keys, putting toys away, or bringing a needed object. Even behaviors as complex as painting a picture or getting a drink from a fridge can be taught relatively quickly to a dog who already knows how to target with his nose and paws and carry an object.

An important behavior for an aspiring star is going to a mark. Teach your dog to front-foot target a small flat object on the ground (such as a small piece of paper, Post-it, Tupperware lid, etc.). If this behavior is solid and properly proofed, your dog should be able to move away from you to virtually any other place on set. Your dog should be able to perform other well-known behaviors from his mark, like Sit, Down, Speak, or covering his eyes.

Teaching your dog to focus on you is simple, and will generally make things much easier on set. There are times, however, when your dog must look at someone or something else. This is often easily resolved if the dog is able to work for someone else and can easily shift his focus. Many dogs are not able to easily do this and must be taught to work for other people with confidence. It is also helpful to teach your dog to look at and focus toward an object instead of toward you.

Teamwork Improves Everything: Two Trainers Are Better Than One

Having a training partner is ideal, not only in training the dog ahead of time, but also on set. Because dogs are often expected to perform for an actor who is a stranger to them, practicing with many different people is great. Moreover, if there is someone else who works regularly with your dog, it can also be helpful, as there are more sources of information, and more minds to go into brainstorming how to achieve results if creativity on set is needed. For example, if you need the dog to look in one direction and then another, or move toward one side of the shot and then the other, and it's hard because of the location to set up marks (or there are limits for any number of reasons), having one handler call the dog and then the other handler call the dog gives you many options. In our last commercial we even used a restrained recall to build extra enthusiasm toward the end of the day when the dogs were beginning to get a bit tired. The more familiar faces that the dog has a rewarding working history with, the better, and we certainly didn't mind having each other there for support either.

Pre-Shoot Prep and Generalization

In order to properly prepare your dog for his job, there are a number of things you can do to help him give his best performance. Make sure your dog gets enough sleep the night before a shoot, has a healthy meal, and is properly exercised. Every dog is different and you will

have to find a balance for how much exercise is too much or too little for your particular dog. Some may need to save every ounce of energy they have, while others may need a walk or a run to take the edge off before going on set. Make sure you bring a variety of reinforcers, including both food and toys if your dog likes toys.

Above all, the most important thing you can do to prepare your dog is generalize his behaviors extremely well. I (Perry) do agility with my dogs and find that the level of performance a dog should have for a given behavior should be comparable to how well a dog understands his agility obstacles. My dog understands that weave poles are weave poles, and it doesn't matter if we are at Nationals in California on thick green grass in front of hundreds of people or if we are in Pennsylvania by ourselves in a dirt barn. The performance is always the same, and he is 100 percent sure of his job. Of course, this didn't happen overnight. My dog had to learn how to weave first in my backyard with no distractions and then learn that the weave poles at our training club required the same performance. After he started trialing, it took him a few months to learn that no matter where we were or who was around the performance was always the same. Ideally my dog has this level of competence for the behaviors he will be asked to perform in front of the camera. This can require a great deal of training, which should always include practicing behaviors in new environments, for different people, at different times of day, and with varying objects if that applies. I can teach my dogs a new trick in a session or two but it takes a lot more work to make these new behaviors reliable in almost any circumstance.

On-Set Prep and Warm-up

Ideally you have practiced any behaviors that will be required for a shoot in so many locations with your dog prior to filming that location will barely matter and your dog will be confident picking up with training in any environment. Even so, giving your dog some prep time on set is still important, although just how much prep time will depend on the dog. You want to be careful not use all of your dog's energy before the cameras are rolling, while also making sure not to rush, as the stress of instructions from film crew, cameras, and additional people moving through the environment should only be added once the dog is comfortable with the space.

Rates: No, Not Money! Effective Frequency of Reinforcers and Breaks

All dogs have different needs for frequency of reinforcement and frequency of breaks. It is ideal to have proofed the behaviors to where extremely frequent reinforcement is not needed so that it does not interfere with the function of the performance. But if the behavior seems to be breaking down or the dog needs more feedback, often even temporarily increasing the rate of reinforcement can get you back on track, and then you may be able to increase duration or number of

behaviors in between reinforcers. Just like with taking the prep time, it is better to go through a brief period of higher than ideal rate of reinforcement and have a dog eager to perform than leave a dog high and dry and have him wind up discouraged and distressed.

Communicate Clearly, Not Only with Actors, but Also with Directors

It's important to remember that the director is not a dog handler or trainer, and so the way s/he talks about animal behavior may be different from what we as trainers are used to. It's important to be extremely clear about exactly what behaviors, in what order, for how long, etc., the dog will be expected to do. Changing a behavior from "cock head while sitting" to "cock head while standing" could be a no-brainer for certain dogs, even without much practice, or it could render you completely unable to come through for the vision of the director. Don't hesitate to literally get on all fours and try to act out the particulars of what the dog will be expected to do in the planning phases. Make sure you are aware of when there will be opportunities to reward and when there will not, and how far away you will need to stay to avoid getting in the shot. No matter how well prepared you are, there is still the chance of misunderstandings or last-minute changes to the script, but communicating clearly from the start will get everyone on the same page so as to minimize tweaking, since what seems like a small change to a person can be a huge change to a dog. Of course, the better trained, generalized, and proofed an individual behavior is, the easier it will be to accommodate last-minute changes. A dog who has already learned to cock his head while standing, sitting, and lying down in a variety of environments will be much more able to adapt and continue to perform.

Stay Cool

It is easy to feel pressure when working in front of a camera. The easiest way to avoid getting frustrated with your dog is to make sure he is 100 percent sure of his job. There can be a great deal of stress in this industry, and people often find that they tend to put more pressure on themselves and their dogs any time they are in front of a camera, even in their living rooms recording a YouTube video. Being in front of the camera is hard, and it is important to keep in mind that getting frustrated or angry with your dog for not performing how you wish he would will not help the matter. Give your dog a break if you think he needs one, offer him plenty of water, take him for a walk, or do a quick training session if he needs something brushed up. The more frustrated you get, the more frustrated your dog will get, and his behavior will likely fall further apart. Take the time you need to help him feel comfortable and happy, and things will end up going more quickly and smoothly. Remember that you know your dog best, and it is up to you to make sure he gets what he needs during a long day of work.

*You can see Super and Billy (as Roxy and Buster) in the 6ABC commercial here: youtu.be/RPfKJKHW0C4. In addition, the interns at 6ABC shot a behind-the-scenes look at the making of the ad, which you can watch here: youtu.be/xT1xbvcr8lo. For more information about additional canine acting work Marisa and Perry have been involved in, visit www.phillydogtraining.com/dog-training-animal-actors.html.

Marisa Scully, CPDT-KA, began training professionally in 2007 and has continued to expand her knowledge and expertise through experience and education and close relationships with other professionals in her field. She lives in Philadelphia with her three rescue dogs: Super, and two Pit Bulls, Pun and Muffin.

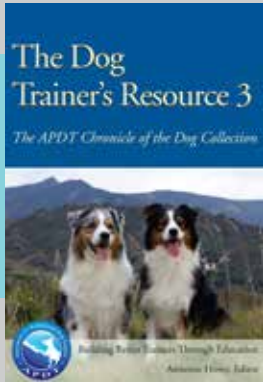
Perry DeWitt, CPDT-KA, started her journey into professional dog training in 2008. She is very involved in dog sports and also has a passion for teaching dogs tricks and complex behaviors. She lives in Philadelphia with Billy, and two Border Collies, Goose and Verb.

Marisa and Perry have a small dog training business in Philadelphia called Philly Dog Training, (www.phillydogtraining.com), and run the dog training portion of a non-profit organization called Hand2Paw (www.hand2paw.org) that connects homeless youth and shelter animals in a mutually beneficial way.



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Holistic Services for Dogs

Inga From, CDBC, CPDT-KSA

I'm sitting in a doctor's office, waiting to get blood drawn, when I notice the smell of pure lavender coming from the blood draw room. What? I must be making this up. But when it's my turn to go into the room, I ask about the smell. The woman smiles and points to a sign they have hanging up, with a picture of lavender and an explanation of its benefits, as well as how they use it in the office to calm nervous patients. I hate having my blood drawn, and so I tell her, "Give me what you got." I let the lavender essential oil be placed on me, and it seems to help some. Before I know it, it's over. Lavender is known to have a calming effect on most people. What an interesting experience in a doctor's clinic. It made me start thinking about my line of work and these types of approaches.

Herbal remedies, homeopathy, acupressure, acupuncture, Reiki, flower essences, massage, kinesiology, and essential oils. What do all these things have in common? They are all forms of holistic services that can be applied to dogs.

Yes, I know. Some of you may be thinking that this is all quackery. But I'm willing to bet that, if it hasn't already happened, at some point in your career as a dog trainer a client will ask you about one of these modalities. With an ever-growing number of people interested in holistic therapies for themselves, it is only natural for them to explore the same options for their pets. TV shows, magazines, blogs, vets, and even pet food stores are beginning to cater to people interested in holistic pet services. Personal feelings aside, being open minded will help you guide your clients to the right place if they choose to take a holistic route for their dog. So, let me give you the low down on what a few of the holistic services are.

For starters, what does "holistic" mean? Put simply, it means "body, mind, and spirit". It is not a specific form of treatment, but a general approach, which is to address the wellness of the "whole" dog.

Now let's explore a few different modalities:

Flower Essences

Have you ever used Rescue Remedy? If so, you just used a holistic product. Rescue Remedy is a flower essence. The Bach Flower Remedies are based on the research and findings of English physician Dr. Edward Bach. A medical pioneer in the early 1900s, Dr. Bach noticed a link between stress, emotions, and illness. He believed that flower essences helped overcome illness issues

by addressing the underlying emotional contributing factors. Dr. Bach thought that negative emotional states can suppress the healing process. So, essentially, flower essences deal with emotional issues. Many people see them as helpful in aiding in their dog's well-being. There is not a lot of solid science to back up the use of flower essences, but as with most holistic modalities, proponents take a leap of faith based upon anecdotal evidence. Because flower essences are generated from non-toxic plants, they are widely believed to be safe. Knowing that dogs will not be negatively affected by flower essences assists clients in taking that leap of faith that giving it a try may be worthwhile.

Reiki

Reiki energy healing, like other holistic therapies, is now being applied to animals for stress reduction and general wellness. Many holistic veterinarians use Reiki as a support in addition to conventional veterinary medicine. Reiki practitioners are also using this modality in animal shelters and rescues for stress reduction. Reiki can be given by just sitting next to an animal, as well as with gentle physical contact by laying the hands on the dog, so it's unlikely to do any harm. Reiki is a form of healing along the same lines as acupuncture, dealing with energy pathways. Reiki is an ancient Japanese form of stress reduction and relaxation, used for maintaining physical and emotional well-being. "Rei" means spirit and "ki" means energy, so Reiki is spiritual energy. A Reiki practitioner channels energy through her/his body and hands to the animal receiving the treatment to enhance energy and reduce stress, pain, and fatigue. In Reiki it is believed that negative thoughts are not just in the brain, but also collect in various locations throughout the body. Reiki energy is said to help move these blocks with intention and support energetic balance within the animal, in whatever amount each unique dog is open to.

Applied Kinesiology

Muscle testing, which is a technique used in the field of applied kinesiology, is a method for accessing information contained within the body or the subconscious. It is growing in the field of chiropractic medicine. Many chiropractors use this on humans, but it can also be applied to dogs. Kinesiology is the science and art of movement in the body. Muscle testing uses the muscle system of a body in the presence of a product as a source of information. Holistic vets often use this modality to help determine if a dog is intolerant to certain foods or products. It is said to help determine what are the best

foods and supplements for a dog, and may even determine the right amount of a food or product to offer. Applied kinesiology can also be used by an animal chiropractic and/or holistic vet to treat structural imbalances and muscle and joint problems, as well as being used as an indicator of organ dysfunction.

Homeopathy

Homeopathy is a subset of holistic medicine. It is said to be a complete way to treat our dogs, and is used by holistic vets. Homeopathy is a completely different philosophy than conventional medicine. In homeopathy, the disease is the body's imbalance, not the symptoms it exhibits. To treat an imbalance, canine homeopathy uses the "law of similars." This means that you give a highly diluted dose of a substance that can create a certain set of symptoms similar to the symptoms exhibited by the sick canine, in the hope of triggering the body's ability to self-heal. Homeopathy is focused on getting to the root cause of the issues and addressing that instead of treating the symptoms. Homeopathic remedies are derived from a variety of plants, animal materials, and minerals. These remedies are prescribed to fit the needs of each dog, given with the careful guidance of a holistic veterinarian. Practitioners and owners say that homeopathic remedies have helped their dogs heal from injuries, diseases, and stressful situations.

Chinese Medicine, Acupuncture, Acupressure, and Herbal Remedies

Traditional Chinese medicine has been practiced for thousands of years. The ancient Chinese believed that health depends on the flow of vital energy, called "chi," in the body. Imbalance of chi was thought to lead to disharmony and disease.

Acupuncture and acupressure are forms of energetic healing. According to Chinese medicine, chi travels through the body on pathways called "meridians." Acupuncture/acupressure points are small areas on these pathways that have high numbers of nerve endings and lymphatics. Treatment of these areas can be done by insertion of fine needles (acupuncture) or with finger pressure (acupressure). In addition to treating disease, acupuncture is also used as a preventive measure to maintain the body in a state of balance. There has been much research on acupuncture in humans, and studies have proved its pain-relieving effects (Andrews et al., 2012) and benefits in many various conditions (ARRC). For many dog owners, the greatest worry related to acupuncture is whether the needles are hurting the dog. Just like with people, some dogs may feel a sensation at the point, but no pain.

In veterinary medicine, acupuncture may be used for treating neurological disorders like epilepsy, hormonal imbalances, gastrointestinal issues, problems related to the reproductive system, and allergies. It is most frequently used to treat musculoskeletal disorders like

arthritis, slipped discs, hip dysplasia, and other sources of lameness. Some veterinarians recommend acupuncture for behavioral issues, such as separation anxiety and OCD-type behavior.

Acupuncture is believed to aid in accelerating the healing process, so this modality can also be employed following surgery to facilitate and speed up the recovery of your dog.

In addition to acupressure and acupuncture, traditional Chinese medicine employs herbal remedies to balance as well as normalize the flow of chi. Many ancient civilizations made use of herbs, which formed a part of their folk medicine. Different herbs are employed in Chinese medicine to facilitate the regulation of yin and yang, and also restore the body's equilibrium.

Essential Oils

Essential oils are aromatic, naturally occurring chemical components of plants that are usually extracted by distillation. Application methods range from soaps and shampoos to salves, sprays, and drops, which are mostly used on the skin. Many essential oils have been found to be antiviral, antifungal, and antibacterial. Lavender essential oil, as in the example I used at the start of this article, can be soothing to the central nervous system. Other uses include blends for colds, boosting the immune system, combating fatigue, improving appetite, decreasing anxiety, and many more.

Here is a short list of oils that may be used on dogs:

- Cardamom
- Chamomile
- Frankincense
- Geranium
- Ginger
- Peppermint
- Sweet orange

Essential oils should always be used with the supervision of a trained professional, because some oils are too strong for dogs and some may be toxic. Another factor to consider is the quality of oils for their therapeutic properties. Going through a holistic vet is the best way to find the right oils. For anyone wanting to know more about this modality, there are a number of studies about the use of essential oils on dogs (see the Resources section for an article that summarizes these studies and a list of references).

Summary

Holistic services for dogs are out there, and more and more people are seeking them. Although I have only listed a few types and given a brief overview, I hope that the next time a client ask you what a particular holistic modality can do for her dog or where to find it, you will have a better understanding of what they are and

Continued on next page

what they claim to do. With all the services listed above, it is always best to suggest that your client talk to her veterinarian about any health issues as a first resource. Most vets are willing to combine holistic services with traditional medicine. Holistic vets will often promote and use many of the modalities covered in this article.

Resources

American Holistic Veterinary Medical Association: ahvma.org

Shelter Animal Reiki Association: shelteranimalreikiassociation.org/

International Association of Reiki Professionals www.iarp.org/

Academy of Veterinary Homeopathy theavh.org

American Academy of Veterinary Acupuncture www.aava.org/

"Essential Oils for Natural Pet Care: A Veterinarian's Desk Reference for the Top Health Concerns of Cats, Dogs, and Horses. www.oilyvet.com/

"The Holistic Health Guide: Natural Care for the Whole Dog" by Doug Knueven DVM, CAC, CVA, CVAH.

"What Does the Research Say About Essential Oils?" University of Minnesota: www.takingcharge.csh.umn.edu/explore-healing-practices/aromatherapy/what-does-research-say-about-essential-oils (retrieved April 2014).

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Andrew J. Vickers, DPhil; Angel M. Cronin, MS; Alexandra C. Maschino, BS; George Lewith, MD; Hugh MacPherson, PhD; Nadine E. Foster, DPhil; Karen J. Sherman, PhD; Claudia M. Witt, MD; Klaus Linde, MD (2012). "Acupuncture for Chronic Pain: Individual Patient Data Meta-analysis." *Arch Intern Med*, 172(19):1444-1453.

ARRC: The Acupuncture Resource Research Centre website: www.acupunctureresearch.org.uk/latestresearch.html

Inga From, CDBC, CPDT-KSA, is the owner of Hippiie Dog. Along with being a professional dog behavior consultant and trainer, Inga is a Reiki master. She offers a variety of training and behavior services as well as holistic services for pets. Visit www.ahippedog.com for more info.



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THE HUMAN HALF OF DOG TRAINING

Risë VanFleet

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Veronica Boutelle

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THE ETHICAL DOG TRAINER

Jim Barry

Author Jim Barry dives deep into the ethical questions frequently faced by dog trainers and offers up a systematic approach to helping trainers resolve difficult dilemmas. The goal of this book is to help all dog trainers raise the quality of choices and make things better for clients and dogs.



AGGRESSIVE BEHAVIOR IN DOGS

James O'Heare

The new second edition features a more behavioral approach to the prevention and assessment of aggression in dogs and strategies to help professionals solve aggression problems brought to them by their clients. Includes an extensive glossary and bibliography.



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When she wants a break, Jazzy hangs out under the furniture where the dogs can't reach.

Client: "My 10-year-old cat is attacking my new puppy! I have scheduled an appointment to have him declawed so that he doesn't scratch the pup's eyes out. Do you have any other recommendations?"

The above is from an actual call I received. At this point, you may be thinking to yourself, "Another cat article in a magazine about dog training and behavior?! What's the deal?!" The deal is that millions of American dog-owning households also have feline residents. Most of these people already recognize the importance of training their dogs, or at least they know that professionals exist to help with behavior challenges they may face with their canine friends. These discerning humans are becoming ever more aware that cats can be trained too, and normal challenges in a cat-dog household can be addressed rather than just accepted. Unfortunately, many of these well-meaning cat and dog owners have a lot to learn about the behavioral needs of their pets, especially the feline part of the triad. Who better to guide the process than their familiar dog trainer or behavior consultant?

This article will briefly address the basics of partial-toe amputations (colloquially known as "declawing," medically termed "onychectomy"). It will provide a quick overview of why a client may consider the procedure for the perceived safety of their dog, and how you can redirect the focus onto real solutions. It will also examine the special needs of cats who have already had partial-toe amputations and live in households with dogs. The goal is to provide you with information to guide clients away from opting for the unnecessary declawing of their cat, and provide guidance on making the household safer for cats who have already had the procedure.

Part 1: So, Your Clients Are Considering Declawing

Partial-Toe Amputation: "Say What?"

It may seem strange, or not, that someone would want to amputate *any* part of their companion animal. Of course spaying and neutering could potentially add to the pro-surgical modification team, but for the purpose of this article we will accept that sterilization procedures

Dogs and Declawed Cats: Extra Caution Required

Jacqueline Munera, CCBC, PCBC, CAP2

are generally considered beneficial on a population level, even if not appropriate for every individual of the two species. While the dog world deals with controversies over ear cropping, tail docking, debarking, and the rare case of partial-toe amputation, the cat world generally faces the single considerable issue of partial-toe amputations. There is no database tracking every partial-toe amputation procedure, but even conservative estimates would place the number of declawed cats currently in the U.S. in the millions.

Onychectomy involves partially amputating the toe at the first joint. It is done through a variety of methods, using a scalpel or laser, and even occasionally through the use of dog nail clippers. Veterinarian techniques run the gambit from expensive, highly technical procedures involving nerve blocks, precise surgical techniques, and intensive post-op care to a "side of fries" removal with a dog nail clipper during a spay or neuter. While there are occasions when onychectomy is beneficial for medical reasons — such as injury or rare conditions like Ehlers-Danlos syndrome — it is primarily done for human convenience. Most declawed cats have amputations on their front feet only, but some vets also perform partial-toe amputations on the rear paws. For more in depth information on onychectomy procedures and repercussions, why clients consider declawing, and the psychological processes of veterinarians who perform the procedures, see the links in the Resources section.

Cat-Dog Interventions: Focus On Real Solutions to Avoid the False Solution of Declawing

Clients are most likely to bring up declawing during a situation involving changes in the household structure or negative changes in the interactions of current residents. For example, a dog is being added to a household with a cat, a new cat is being added to a household with a dog, or households are being combined. It may also be put forth as a solution for cats who are suddenly or progressively becoming aggressive toward the cohabiting dog. Taking away the cat's primary weapons, the claws, may initially seem like a safe way to keep the dog's eyes from being scratched out. And believe me, clients often specifically bring up the safety of the dog's eyes!

Continued on next page



Cats with untrimmed nails may unintentionally hurt a playmate when using their paws during play.

Our ideal clients either come to us before there are problems between their furry household residents, or at the first sign of conflict. For many reasons, these clients rarely even consider partial-toe amputations, or if they have, they are not yet dedicated to the idea. However, sometimes proactive clients are facing pressure from a roommate or family member who is convinced that there will be a problem and pushes for declawing as a preventive. These groups are generally the easiest to educate and provide with alternative solutions. Our more challenging clients are those who have reached higher frustration levels with animals who are already having negative interactions. The frustration can be due solely to the problem behaviors, or can be related to distress in another area of their lives that pushes them past their threshold for dealing with the problem behaviors. All scenarios require an evaluation of what the client's real concerns and goals are in order to design an appropriate plan.

Here's where you really take out your Sherlock Holmes cap and partake in a bit of sleuthing. What are your client's hot buttons? Generally I start by asking, in as neutral a tone as possible, if the client is aware of the intricacies of a declawing surgery. Remember, most people are not aware. For many, simply explaining what the process actually entails will dissuade them from continuing to consider it as a viable option.

Is your client hyper-focused on monetary expense? That's an easy segue into the high price of having a qualified surgeon perform the procedure and the expense of the extra care the cat will require over his or her lifetime. These expenses can involve medications, supplements, and special physical therapy to minimize the damage caused, directly or indirectly, by the surgery. There are also many cases in which cats require future surgeries to address claw regrowth and infection. You can then tack on the likely expense of replacing furniture, carpets, and the like if the cat refuses to use the litter box post-surgery, which is a common occurrence.

Does your client have any physical or mental challenges that he or she deals with? This is a tricky issue, both legally and ethically, but depending on your relationship and what information the client has shared with you, this could be an area to encourage empathy with how the cat would feel if his toes were amputated.

What kind of a dog owner are the clients? You may be able to reference regular care they provide their dog, either at home or through a professional such as a groomer or veterinarian. If they regularly trim their dog's nails, brush his teeth, or take him in for haircuts, you can guide them into understanding they can do the same for the cat. Trimming the nails regularly takes away the sharp end of the claw that inflicts the most damage.

Is your client is hyper-focused on the safety of the dog? This perfectly positions you to address the potential for cats to bite, which is far more dangerous in most cases than a scratch. More research needs to be done to demonstrate whether or not declawed cats are more prone to biting. However, it is likely that many cats escalate to biting more quickly than they would if they had the ability to send out a lower-level request for distance through use of their claws.

Some combination of the above will address most client concerns, both logical and emotional. You are then able to guide them into a true solution for their cat-dog relationship issues through environmental management, antecedent arrangement, behavior modification techniques, and so on.

Part 2: Working with a Declawed Cat

While preventing cats from having partial-toe amputations is a vital element to address in some cat-dog interaction cases, it is likely you will frequently work with cats who have already had the procedure done. These cats may have been acquired after the surgery, or your clients may have had the surgery done prior to engaging your services. Clients may be aware of the problems inherent in cats with partial-toe amputations and feel guilty about putting the cat through it. On the other hand, they may be totally naive about the issue. Most fall somewhere else along the spectrum. I recommend you gently find out where your client is coming from so that you can best address his or her willingness and ability

to make cat-friendly choices going forward. It is your job to bring your clients into a state of mind where they can comfortably agree with suggestions that will enhance the mental and physical wellbeing of their cat, while meeting the safety needs of both their cats and dogs.

Declawed Cats Have Special Environmental Needs

Cats with partial-toe amputations have special needs related to the absence of their claws. Claws are used for everyday feline activities such as climbing, grooming, exercise, defense, and hunting. Climbing and escape options are important in every home with a cat, but are particularly vital in homes that also have a dog. Even in a household where the cat-dog interactions have always been harmonious, it is critical that cats, who have the instincts of both a predator and prey species, feel they can find their way to safety. Environmental adjustments need to be made for their reduced physical abilities, as well as the increased risks of pain and physical dysfunction. The strategy is to provide easy access to low physical impact resources as alternatives to confrontation with a cohabiting dog.

Easy Access

There are two primary elements to consider when thinking about how accessible an escape option is for a declawed cat:

CAN the cat physically traverse the path to the cat-safe area and the safety object itself?

WILL the cat utilize the area?

For example, the photos on page 72 show a creative shelving set-up for a multi-cat and dog household, but only one of the cats uses it. Why? Hint: the cat who uses the area is young, healthy, athletic, thin, clawed, and gets along very well with the dogs. The other cat is approximately eight years old, plump, suffers pain and dysfunction from partial-toe amputations on all four paws, and does not have a friendly relationship with the dogs. These shelves are too difficult for her to reach and ascend quickly, are not wide enough for her voluptuous curves, and offer very little traction. Access to this area also requires multiple jumps onto hard, unforgiving surfaces, which increases the pain in her paws. While she physically *could* navigate through the obstacles during a non-threatening situation, she rightly does not feel safe or secure enough to do so in any circumstance.

Appropriately designed cat highways can provide a safe and enriching path for declawed cats to navigate through an area of potential tension in the house. Kitty highways generally provide a route high above the action, and incorporate multiple areas of entrance or egress in the design. Paths can be built to suit a variety of budgets, and can include anything from basic shelving and furniture enlisted in a dual-purpose role to extravagant designer items created specifically for the purpose. Remember that the pathways must be easily accessible, sturdy, wide

enough, and provide a non-slip surface. Elements of the cat highway should also be chosen with an eye toward reducing impact on the cat's body during movement. Ramps and stairs provide a healthier alternative than an access point that requires the cat to jump up or down. If there is a spot that requires a jump, consider installing an impact-reducing, non-slip material, such as rubber matting. There are many online resources for inspiration to suit any client's needs. One of my favorites is at www.hauspanther.com (see full link under Resources).



Impact-reducing mat at a jump spot.

Portions of the cat-safe environment can also include low areas that the dogs don't fit under. Again these can be designed specifically for cats, or can be human furniture that is recruited for the purpose. Some easy examples include placing a sofa or entertainment unit a few inches from the wall, or using units that have spaces at the bottom, allowing a cat to travel behind or under them. (see photo on page 69) Some clients are happy to install cat doors or even screen door-style barriers in interior areas of their house, either permanently or temporarily while they work on improving the cat-dog relationship. A solid baby gate installed several inches above floor level can provide a spot for a cat to slip under but not enough room for a larger dog. Some of the more expensive dog gates even include a cat sized opening for Kitty to pass through. There are obvious caveats to ground level safety and retreat spots in houses that have small dogs. Higher expense options can include cat doors that open only for a cat wearing a specific microchipped collar. Lower dog-blocking obstacles must also be installed securely enough to withstand a rambunctious or determined canine.

Getting Feline Buy-In

What if you provide a fantastic, cat-friendly highway and the cat won't use it? Most of the time, the cats

Continued on next page

immediately adopt their new trail as the preferred route. However, some cats need to be shown how great this new thing is, or may need encouragement to navigate a certain element that is novel to them. For a cat who is bold or inquisitive, you might simply place the cat on a portion of her new route and she will figure out quickly how to cruise the area. Other cats may need to follow a trail of treats or a wand toy as enticement. Very shy or introverted cats may just take a bit longer to embrace the change. It is vital that your clients understand this need and don't create a negative association in the rush to get their cat using the kitty highway.

Cat Friendly Environments Are Good for Every Cat-Dog Household

Many clients think declawing will help their cat-dog relationship challenges, and don't understand that it could actually make things a lot worse. As professionals, we need to understand the psychology behind declawing in order to prevent unnecessary procedures and design a behavior modification plan that our clients will embrace. The ideas and concepts in this article are not meant as a solution to all problem behaviors between cats and dogs, but rather are intended to provide an approach incorporating environmental modifications that can reduce stress and conflict in the house. All cats, particularly those without claws, will appreciate the added safety measures inherent in a cat-friendly house. These accommodations are employed in addition to behavior modification techniques that teach the cat and dog to cohabit without conflict. Unfortunately, in the real world there are also cats and dogs who either will not adapt to an interspecies household or have human guardians who are not able to conduct appropriate cat-dog relationship-building exercises. These animals are serious threats to each other, and you may have to find other solutions, such as re-homing one or permanently separating the two. However, the majority of your cat-dog households can benefit from the ideas in this article, and at the same time you can help keep cat toes where they belong!

Resources

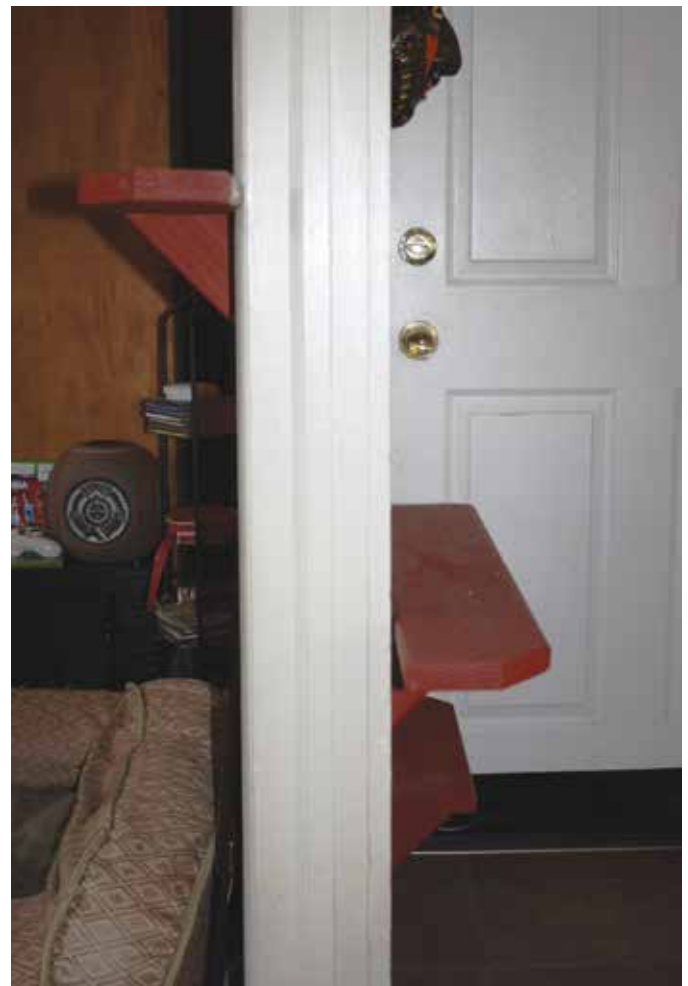
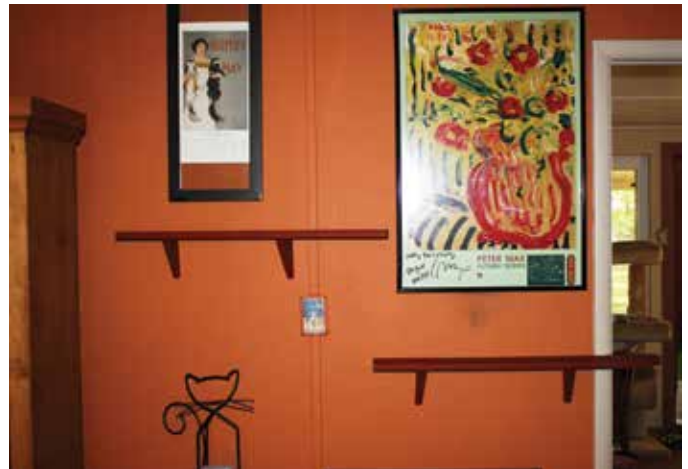
Understanding declawing:

- www.pawproject.org/declaw-surgery/
- www.littlebigcat.com/?s=declaw.

Video of some common signs that a cat with partial-toe amputations needs medical intervention: www.youtube.com/watch?v=sFkfvZ2apAY

Ideas for cat-friendly environmental enrichment and safe highways: www.hauspanther.com/category/design-finds/environmental-enrichment-architecture-interior-design-for-living-with-cats/

Jacqueline Munera, CCBC, PCBC, CAP2, is an IAABC CCBC and is co-instructor of the Companion Animal Sciences Institute's Diploma of Feline Behavior program. As owner of Positive Cattitudes in Tampa, FL, she coaches human clients



A creative shelving set-up for a multi-cat and dog household, but only one cat used it

on how to live in harmony with their cats and dogs, while encouraging people to push the boundaries of what they think cats are capable of. Jacqueline presents internationally on a variety of cat training and behavior topics and has published multiple cat related articles. Jacqueline and Jazzmunda are the first human-cat team in the world to pass level 2 of Kay Laurence's challenging test of clicker training skills, the Competency Assessment Programme (CAP). You can contact her or see some of her cat training and behavior videos at www.PositiveCattitudes.com.





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Malena DeMartini Price Author, *Treating Separation Anxiety in Dogs*

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Juvenile Delinquent Dogs

By Sue Brown, MNM, CDBC, CPDT-KA
2012, 330 pages, The Light of Dog, LLC

Oh, adolescents! Human or canine, they are sure to try the patience of even the most saintly among us. Sadly, many dogs are surrendered to shelters for their unruly juvenile misdeeds that could have been corrected with knowledge of training alternatives. Thank goodness, Sue Brown chose to write this comprehensive book to guide us through this often challenging time in our dogs' lives.

What is considered a canine juvenile? As you know, each breed matures at a different rate. Smaller dogs mature as early as one-and-a-half years, whereas larger breeds may take as long as three or more years. Regardless of the breed, adolescence can start anywhere from four to six months of age.

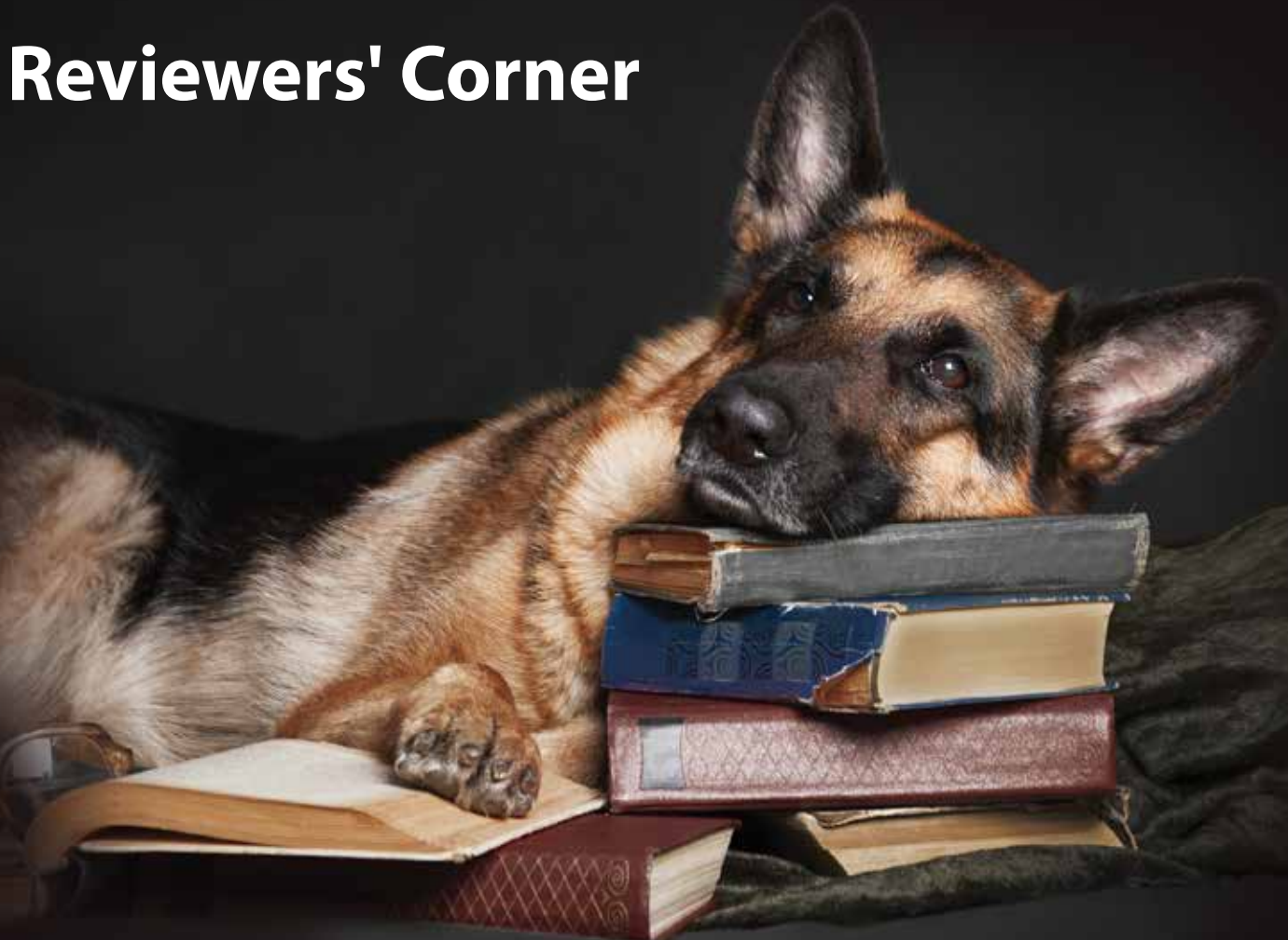
Despite how tempting it may be to dive directly into Part Two, the chapters on problem behaviors, be sure to read all of Part One, which comprises nearly two-thirds of the entire book. Brown provides a great deal of information that many dog owners need to know and understand, and it is a prerequisite for most of the problem resolutions. The book begins with an explanation of the

dog's development stages in order to further understand juvenile behavior, and a discussion of goal setting. Brown advises to keep expectations realistic and to progress in slow increments. She even provides a handy, one-page Goals and Expectations Worksheet in the appendix.

The chapter entitled "Misconceptions, Myths, and Fallacies" delves into topics such as "Dogs Speak Dog, Not English," "Your Dog Is Not Trying to Dominate You," and "Dogs Are Not Wolves," topics we all wish everyone who interacts with dogs would learn. Another chapter reviews tools of the trade: collars, harnesses, leashes, etc. Part One concludes with a discussion of socialization and body language, a comprehensive guide to training techniques with sections on clear communications, and teaching foundation behaviors and cues. Part One is an excellent collection of information about dogs and training, and stands alone as a great resource.

Now it's time for the problem behaviors. Just about every possible problem behavior is discussed in this section, from barking and begging all the way to urination. But if you are looking to find a quick reference for problem resolution, this book will not give it to you. Instead, a detailed Problem-Solving Model is presented at the beginning of Part Two, which requires working through

Reviewers' Corner



ten steps: 1) define the problem, 2) determine where the problem occurs, 3) when is the problem occurring, 4) is there a trigger, 5) is this a problem or just a symptom, 6) can this problem be managed, 7) what behavior can replace the unwanted behavior, 8) teach the dog what you want him to do, 9) ensure the dog has an outlet for the behavior, and 10) seek assistance if necessary. Although very in depth, this model is worthwhile to know and understand in order to accurately assess and implement resolutions. Will everyone take the time to use this model? Let's hope so, but as we know, many people are looking for quick fixes.

Brown makes it clear early in Part Two that it is necessary for the dog to have had some training in at least several foundation behaviors such as Watch Me, Sit, Wait, Stay, and Come. However, I was expecting a step-by-step guide to resolution of each problem behavior incorporating these foundations and following the model. Each problem behavior is thoroughly reviewed with some examples; however, the sections are inconsistent with the amount of problem resolution details. For instance, the section on fear-related behaviors talks about many of the things that dogs may fear — men, children, other dogs, objects like vacuum cleaners — but there is no mention of counter-conditioning techniques or other ways to help dogs overcome their fears. The section on coming when called only briefly glances on techniques for ensuring a dependable recall. I was anticipating more tips on how to use the foundation behaviors to work on resolving the problem behaviors. The problem behaviors sections could have been improved by providing step-by-step exercises and employing the foundation behaviors and cues, instead of simply narratives.

As a whole, *Juvenile Delinquent Dogs* is a wonderful guide to why adolescent dogs act the way they do and how to handle the problems they present, and a valuable reference for working with adult dogs as well.

Chris Shaughness is a trainer, behavior consultant, pet massage therapist, author, and speaker specializing in rescued dogs. As a volunteer for several rescue organizations, Chris shares her home in West Chester, PA with an ever-changing population of foster dogs. She recently published her latest book, Leadership in Animal Welfare Organizations: Using Positive Dog Training Philosophies to be Better Leaders. She co-produced the film, Uncaged: Second Chances for Puppy Mill Breeder Dogs and is the author of Puppy Mill Dogs SPEAK! Happy Stories and Helpful Advice. Chris's web site is www.chrisshaughness.com and her blog can be found at chrisshaughness.wordpress.com.

The Dog with the Old Soul

By Jennifer Basye Sander

2012, 181 pages, Harlequin Enterprises Limited

This is an anthology of 27 true stories from various contributors. Each one relates how an animal has had a lasting emotional impact on the life of the person telling the tale. Written by pet owners and animal rescuers,

www.APDT.com

these stories are intended for a general audience and should appeal to those who enjoy somewhat sentimental vignettes that tend to pull at the heartstrings.

Ms. Sander, who compiled the stories, no longer has pets of her own. She is a writer and editor who has produced more than 50 books on a wide variety of subjects, including the bestseller *Christmas Miracles*.

The subtitle on this book's cover is "True Stories of the Love, Hope and Joy Animals Bring to Our Lives." However, many of the stories are bittersweet, serving as reminders of how much animal suffering exists in our world, or of how painful it can be to lose a beloved pet. Whether readers find this book uplifting or somewhat of a downer, riveting or a bit boring, will largely depend on their own internal mental state and personal tastes. Most of the stories do succeed in showing the deep bond that can exist between humans and the animals they care for. One story entitled "Hammer," the name of the Pit Bull it featured, was notable for explaining and sharing what shelter workers do behind the scenes, and the difference they can make to the animals under their care, even the ones who eventually they must euthanize.

This book is an easy read in every way. The small size makes it handy to hold in your hand, the text is large, and the narrative flow is smooth. There are no photos and only minimal illustrations but there is a brief biography of each contributor at the end.

Beverly Hebert is a writer and semi-retired dog trainer who lives in San Antonio, Texas. She currently spends much of her time training her own Border Collie, and is a volunteer for Guide Dogs of Texas, Inc.

The Parker Videos: How One Dog Got Started in K9 Nose Work™ With Simple Instructions for Getting Started and Commentary by NACSW

By the National Association of Canine Scent Work

DVD: 2012, 41 Minutes, NACSW

K9 Nose Work: It's all the rage. At least it seems to be from my point of view. Perhaps that's because Willow, my two-year-old Aussie, and I began training for the sport a little over a year ago. We'll be participating in our first trial two days from this writing. Because I'm involved, there's no doubt I see information about the sport that I otherwise might not notice. Sort of like buying a specific type of car. Once you do, all you see is other cars like yours on the road.

This DVD features Parker, the lovely Doberman of Christy Waehner, an experienced K9 Nose Work handler. I recently met this K9 Nose Work team at an Odor Recognition Test we held at our training facility, Cold Nose College. Christy and Parker were chosen as the "Dog in White" team to do a trial run on the multiple,

Continued on next page

like-sized boxes to make certain an experienced team could be successful in identifying the box with the odor hidden in it before the less experienced teams began their searches. They aced it.

When Christy began training Parker for this sport after having attended a K9 Nose Work workshop, she began capturing their training journey in videos. The viewer will see a well-thought-out progression of how to begin and get started in this fun sport. Christy provides commentary during much of the video, with additional expert commentary by Ron Gaunt, co-founder of NACSW, which is useful in helping the untrained eye understand Parker's search strategies.

The DVD packaging has a rather official appearance, as it carries the NACSW logo and colors. The front of the DVD displays four photos of Parker during various searches. I had a very easy time navigating through the DVD menu and with the viewing time being only 41 minutes, it was easy to sit down and enjoy in one viewing.

Since I learned this sport through a certified nose work instructor, the video displays well what I learned in K9 Nose Work classes, a well-thought-out approach to building the dog's enjoyment and excitement to search, progressing slowly so as to always set the dog up for success, as well as discussing appropriate handling skills for the human end of the leash.

There are certainly lots of other scent work DVDs available, but none I know of that address this specific sport. K9 Nose Work is relatively new to the scene of canine sports. The organization was founded by Ron

Gaunt, Amy Herot and Jill-Marie O'Brien and the first official trial occurred as recently as 2009. There seem to be many more instructors, Odor Recognition Tests and trials in the western half of the United States, making it more challenging for those of us living in the eastern U.S. to find instructors and sanctioned activities. Hopefully, as the sport continues to grow, this will change. In the meantime, this DVD may give others (trainers or dog hobbyists) the needed information to get started on their own in the training techniques needed for K9 Nose Work. Whether or not one intends to compete in this sport or merely wishes to have fun on their own, this DVD will be useful in learning the basics.

*Lisa Lyle Waggoner is a CPDT-KA, a Pat Miller Certified Trainer-Level 2, a dog*tec Professional Dog Walking Academy instructor, a Peaceable Paws Canine Behavior & Training Academy instructor and the founder of Cold Nose College in Murphy, North Carolina. She enjoys providing behavior consulting and training solutions to clients in the tri-state area of North Carolina, Georgia and Tennessee, as well as offering educational opportunities for dog trainers and dog hobbyists throughout the U.S. She can be reached at www.coldnosecollege.com.*



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Improving Your Writing One Red Line at a Time

Adrienne Hovey

Welcome to a new feature in *The APDT Chronicle of the Dog*, where we help a member improve his or her written materials. Below you will see the original version and the edited version side by side. Any text in red has been added. Any text in purple with a strikethrough has been deleted. There are numbers inserted in the edited version that correspond to notes below, where we have explained the reasoning or rules behind the edits that were suggested.

Ourtown is pretty unique in that there are a plethora of rescues here. Whether it's because we just have big hearts (which, I like to believe is the case) or for whatever reason there are just tons of strays I can't say for sure.

In either case, if you've recently adopted a dog over three months going about socializing your new adoptee right away can go a long way on the quality of life you are about to spend together.

One of the first things to consider is nature versus nurture. Just like us, different dog's can deal with the same or similar experience in different ways. Any new dog will go through an adjustment period to their new surroundings. Some, may adapt relatively quick, while others can take a while. Possibly as long as a year. Nonetheless, there are things you can do to make that adjustment as easy as possible and to increase the chances of you living a long loving life together.

Basic commands can go a long way in helping settle the pooch while getting adjusted. These basic commands are essential for keeping your new family member safe but they also work in giving the dog something to think about a do. Think about a 2 year old that has no structure in it's life and has nothing asked of he or she. What that looks like is a frenetic bundle of nerves that not only drives you up the wall, but themselves as well.

Through out the dogs life the need for exercise and interacting with it's own kind as well as exploring new and different places will never go away. A regular regime of walking and socializing outside the house will not only benefit your dog, but dare I say, yourself as well.

Ourtown is [1]~~pretty unique~~ **unusual** in that there are a plethora of rescues here. Whether it's because we just have big hearts [2](~~which, I like to believe is the case~~) or for whatever reason there are just tons of strays [3a] ~~I can't say for sure,~~ **and many organizations dedicated to helping them.** ~~In either case,~~ If you've recently adopted a dog over [3b]**the age of** three months[3c], ~~going about~~ socializing your new adoptee right away can go a long way [3d]~~toward on the quality of~~ **starting your life you are about to spend together on the right foot.**

One of the first things to consider is nature versus nurture. Just like us, different [4] dog's [5] ~~can~~ deal with the same [6] ~~or similar~~ experiences in different ways. [7] ~~All~~ **new** dogs will go through an adjustment period [8] **as they get used** to their new surroundings. [9] ~~Some,~~ may adapt relatively quickly, while others can take a while [10], ~~or~~ possibly as long as a year. Nonetheless, there are things you can do to make that adjustment as easy as possible and to increase the chances of you living a long, loving life together.

Basic commands can go a long way in helping settle the [11] **adopted** pooch while **he is** getting adjusted. These basic commands are essential for keeping your new [12] **canine** family member safe[13], but they also ~~work in giving~~ the dog something to think about **and** do. [14] ~~Think about~~ **Imagine** a 2 year old [15] ~~who that~~ has no structure in [16] ~~it's his~~ life and **never** has ~~anything~~ asked of ~~him~~ **he or she**. What that looks like is a frenetic bundle of nerves ~~that who~~ not only drives you up the wall, but ~~themselves~~ **himself** as well.

[17]**Throughout** the [18] dog's [19] life, the need for exercise and [20] ~~interaction~~ **ng** with [21] ~~his~~ **it's** own kind, as well as exploring new and different places, will never go away. A regular [22] ~~regimen~~ **en** of walking and socializing outside the house will not only benefit your dog, but [23] ~~dare I say, yourself~~ **you** as well.

1. At the risk of losing you all right off the bat with some deep grammar nerdism, the word “unique” means “one of a kind,” not “unusual.” Because of this, uniqueness is something that either exists or it does not, and therefore it is never appropriate to modify it with words like “pretty” or “very.” In addition, is Ourtown really the only place with lots of rescues? “Unusual” is a better fit here.

2. The comma after “which” is not necessary.

3. This paragraph meandered a bit, so my main goal was to tighten up the language. In fact, this whole handout could start with “If you’ve recently adopted...” and leave all of the talk of rescues and strays out. See details below.

3a. This started talking about the presence of rescues (which is great!) and then moved to talking about strays (which is not so great), so I tried to stick to the idea of their being a lot of rescues with the addition of “and many organizations...” There’s also no need to point out that you don’t know why there are so many rescues.

3b. Adding “the age of” makes it clear that you aren’t saying that you adopted the dog over a *period* of three months. By the time you get to the end of the sentence, the intended meaning is clear even without my addition, but I like to prevent readers from getting lost in the first place wherever possible.

3c. Phrases like “going about socializing” contain extraneous words that are clouding the intended meaning rather than helping.

3d. This was just a case of awkward phrasing. If you don’t like colloquialisms like “on the right foot,” it’s fine to use something else.

4. This is a classic case of confusing the possessive “dog’s” (belonging to the dog) with the plural “dogs.” If you don’t know whether you need the possessive or the plural, you can take a look at the word after the one in question. In this case, it is a verb. That almost guarantees that you need the plural “dogs” If the word after it were a noun, like “bone” or “coat,” you would likely want the possessive “dog’s.”

5. The word “can” here is unnecessary. Writers often attempt to soften language by adding words like “can,” “could,” “might,” or “may.” While these words have their place, remember that you are an expert. And different dogs DO deal with experiences differently. There’s no need to waffle on that point.

6. I removed “or similar” because it’s not necessary to get the point across. I also made experiences plural, although either the singular or plural is correct.

7. The English language has a problem, in that we don’t have a word that means “a single entity of unknown sex/gender.” For example, if we are talking about a hypothetical person, we have to say: “A pedestrian could be confused by that sign; he or she might walk when the red arrow appears.” This is clunky, and many people

have accepted that “they” could be used in place of “he or she.” I don’t care for the use of “they” or “their” in this situation, so I often make the hypothetical being into more than one being, so that I can use “they” properly — to mean “more than one.” This is what I did when I changed “Any dog...” to “All dogs...” Now that it’s plural, the use of “they” and “their” later on makes sense.

8. I found the phrase “an adjustment period to their new surroundings” a little awkward. The rare case where I recommend ADDING words to improve clarity.

9. The comma after “Some” is unnecessary. “Some” is the subject of this sentence, so it doesn’t need to be set apart by a comma. An easy test is to change the word “Some” to a regular noun. If it said “Dogs may adapt relatively quickly” it would be more apparent that no comma is needed. Also “quick” (an adjective) in this case should be “quickly” (an adverb). The word is modifying “adapt” (which is a verb — adapting is what might happen quickly). Verbs are always modified by adverbs, not adjectives. Sorry, more grammar nerding!

10. “Possibly as long as a year” is a sentence fragment. While these are grammatically incorrect, I often use them for artistic effect. This was not a circumstance that called for that, and this phrase easily attached to the sentence prior. On the last line of this paragraph, I added a comma between the two adjectives, “long” and “loving.” If you have more than one adjective used to describe a noun, there should be a comma between them: “big, brown eyes,” “long, dark alley,” etc.

11. I added “adopted” just to remind folks that they’ve done a good deed, and “he is” cleared up any ambiguity about who is getting adjusted — the dog or the people.

12. I added “canine” because not everyone necessarily relates to their dog as a “family member,” and I wanted to avoid confusion.

13. Any time you have a sentence that contains two complete sentences separated by “and” or “but” (these are called “independent clauses,” if you want to get technical), you should put a comma before the word that separates them. “These basic commands are essential for keeping your new family member safe” is a complete sentence. So is my revised version of the second part: “they also give the dog something to think about and do.” The phrase “work in giving” is another example of a place where unnecessary words are muddying the meaning, and I believe “think about a do” was just a typo. To catch typos where your word processing program will not alert you because there is no spelling error, it helps to read things you have written one sentence at a time, from the last sentence to the first. Reading aloud is also useful, as is asking a second person to read your writing. I never publish anything that hasn’t been read by at least one other person, and I edit things for a living!

14. I changed “Think about” to “Imagine” because we had just used the phrase “think about” in the previous sentence, and it felt repetitive.

15. People should ALWAYS be given the relative pronoun “who” instead of “that.” Personally, I also like to refer to pet animals as “who.” You’ll see this throughout *The Chronicle*. We say “A dog who has been trained...” or “A cat who happily accepts petting...” This is a matter of personal taste, and is technically in defiance of a rule of grammar. However, people are always “who.”

16. I changed “it’s” (which should have been “its” anyway, see #21 below) to “his” because I think that pet animals, even hypothetical ones, should be assigned gendered pronouns. The himself/themselves issue is related to #7 above. When I need to, I just arbitrarily assign a sex (him or her, his or hers, himself or herself) to an animal. Often when writing about a dog and an owner, it’s helpful to assign the person the opposite gender pronoun, so that your reader can easily discern who you are talking about without you having to repeat “the owner” and “the dog” many times. As a side note: It is never appropriate to refer to an animal’s “gender.” Gender is a social construct and deals with *identity*, not biological factors like genitalia and chromosomes. Dogs, as far as we know, do not have gender identity. They simply have sex organs and chromosomes that determine their biological sex. Therefore, when we talk about humans, either “sex” or “gender” might be appropriate depending on the context (they are not interchangeable), but maleness and femaleness in animals should always be described as “sex.”

17. When the word “through” is followed by “out,” they should always be one word: “throughout.”

18. Here we have the opposite dogs/dog’s problem from what we saw in #4 above: This refers to the life that belongs to a single dog, so it should be the possessive “dog’s.”

19. A comma after an opening phrase like “Throughout the dog’s life” helps to add clarity and makes this sentence easier to read. Later in this sentence, I set apart the phrase “as well as exploring new and different places” with commas, also for clarity. Without that, the sentence would run together and become very confusing. This sentence is long enough that you might consider turning it into two sentences.

20. I changed “interacting” with “interaction” because it reads better to me. If it had been “the need for exercising and interacting,” I would have left it, because the two -ing words make a nice parallel.

21. I opted for a gendered pronoun “his” here. If you strongly prefer to keep it neutral, make sure you know your “its” from your “it’s.” The one used here is incorrect. “It’s” means “it is.” The possessive genderless pronoun is “its” – it means “belonging to it.” “Its” is just like “his”

and “hers,” so if you are confused which one to use, try to replace your “it(‘)s” with “it is” and then try to replace it with “his.” If “it is” sounds better, you want “it’s.” If “his” sounds better, you want “its.”

22. Technically the word “regime” isn’t wrong here, but it is a little harsh-sounding, because it also refers to an authoritarian government. “Regimen” is primarily used to mean a routine, and generally in a health context, so it makes the most sense here.

23. The extra words at the end did not do anything to help the sentiment, and may actually have been distracting. If the reader is someone who doesn’t often leave the house, the use of “I dare say” could almost come across as judgmental. Either way, it did not improve the sentence, so I removed it. A good rule to follow with colloquialisms like “I dare say” is that if you would not speak them, you shouldn’t use them in writing. This isn’t to say that your writing should exactly mirror your speech, but a flourish like this will be unlikely to seem sincere to anyone who knows your “voice.”

If you have written materials that could use some help, email adrienne@apdt.com. You can remain anonymous, and are welcome to use the edited version of your writing however you see fit.





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