



Animals Benefit Club of Arizona, Inc.

Volunteer Guidelines

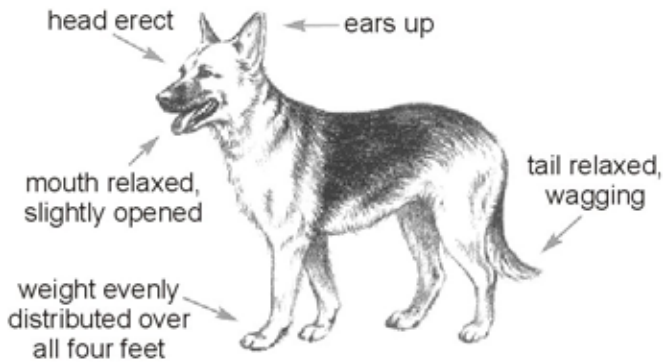
Thank you for your interest in volunteering with ABC. Please read through the guidelines below and feel free to contact us with any questions.

01. Please pick up a volunteer badge from the basket and sign in the volunteer book located in the cat and dog buildings. Please keep track of any belongings you bring with you.
02. Please check in with a staff person on arrival to inquire about visitation with new animals, or any health or behavioral changes in animals you have visited with previously.
03. When you are finished with socialization for the day, sign out, logging the time in the volunteer book before leaving. During evening hours when ABC is not open to the public, please notify the staff that you are leaving.
04. Walk and speak quietly around animals. We recommend reading the attachments on pages 2-4 regarding cat/dog approach and handling.
05. Please observe all signs posted on the run gates and ask a staff person about an animal's condition before entering a run. Also, do not move any animals inside or outside without first checking with a staff person.
06. Always wash your hands before and after visiting young puppies and kittens to minimize hand bacteria from reaching sensitive skin. There is a public restroom in the west end of the second dog building.
07. Gate safety is extremely important. Never underestimate an animal's ability to bolt through a gate that is slightly open or unlatched.
 - a) Before entering a run greet the animal. If an animal is sleeping or appears tired or stressed, please visit the animal at another time. Remember that the run is his/her home. Unlatch the gate quietly and enter leg first to block an animal from escaping.
 - b) If a dog or cat does happen to get out, remain calm and alert the staff. For your safety do not try to catch the animal yourself. Remember that rescue animals can be more sensitive/excitable than house pets and may occasionally be less predictable.
 - c) Always bolt the gate after you have entered a run.
08. Please do not enter runs with multiple dogs unless a staff person is able to accompany you. Some dogs may become jealous when they are both vying for human attention.
09. If you would like to bring obedience training into your visits with the animals, please ask the staff for proper commands and which animals may need help. Consistency of training is an integral part of helping dogs learn.
10. ABC volunteers are permitted inside the runs for socialization of the animals. ABC does not allow the public to interact with any animals until they have completed the interview process. If a customer asks about an animal, please refer them to staff.
11. Please stay focused on your role as a volunteer. Give the animals you are visiting your full attention and minimize socializing with staff.
12. All ages may volunteer. However, children 14 and under must be accompanied by an adult guardian.
13. Sign and return the "Safety Rules/Liability Waiver."

Reading Canine Body Postures

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

Neutral Relaxed



Arousal



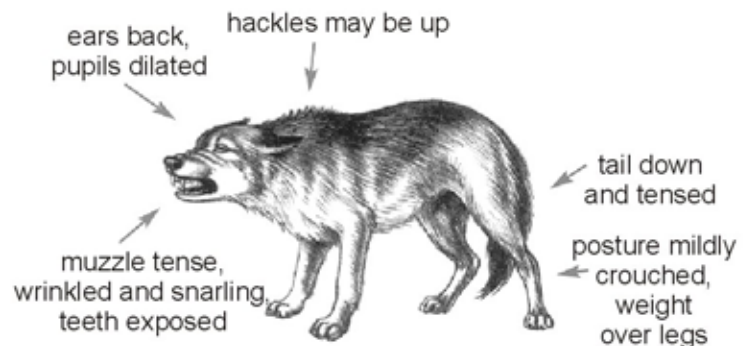
Aggressive Attack



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

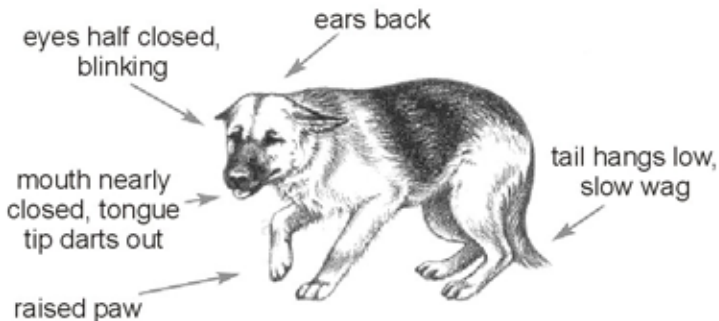
The dog has been stimulated by something in his environment. When the dog is excited by something pleasurable, the hackles will be down and the tail will be carried a little lower and will loosely wag. The muzzle will be relaxed and the tongue may be seen. This posture may be displayed to subordinates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

Defensive Aggression



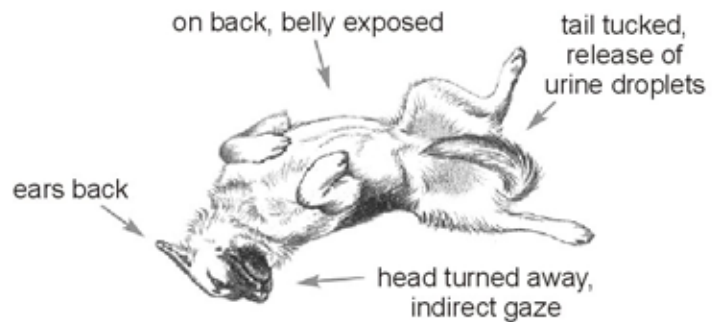
When fearful, a dog will give warning signals to indicate he does not wish to be approached. If unheeded, he will bite to protect himself.

Active Submission



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

Passive Submission



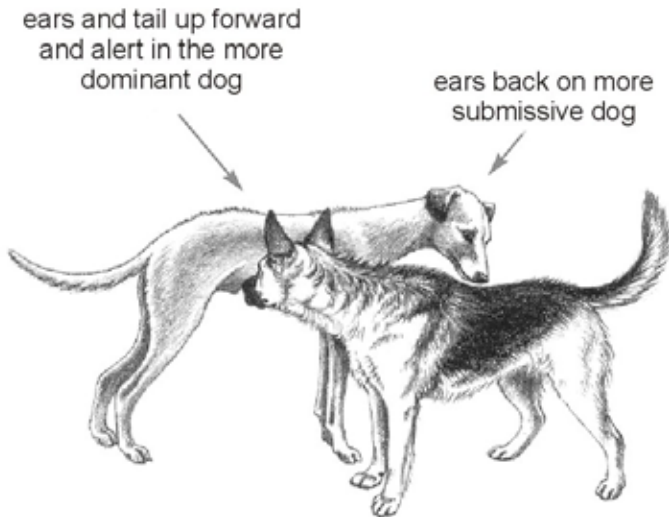
Belying up indicates surrender, a pacifying gesture offered to a more dominant or aggressive individual.

Source: ASPCA
Companion Animal Care Brochure

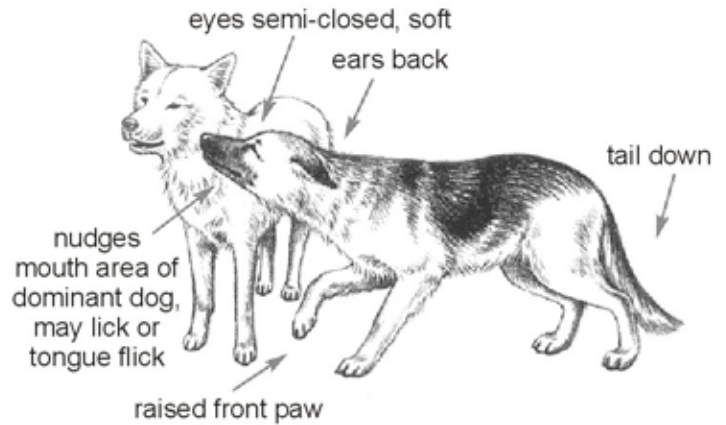
Dog to Dog Communication

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

Greeting Posture



Greeting Behavior



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

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

Play Solicitation



Maternal Correction



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

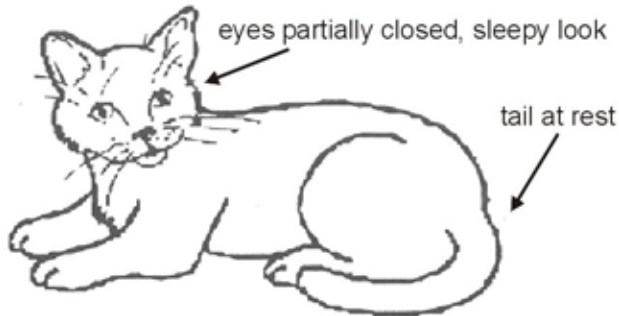
A mother dog will discipline a pup with a quick muzzle grasp. The pup learns to offer submissive body gestures.

Source: ASPCA
Companion Animal Care Brochure

Reading Feline Body Postures

A cat's use of body language is quiet, often subtle and controlled, and quite dignified. The cat's ears, eyes, mouth position, vocalizations, tail position, and body stance are its means of communicating. People are most able to interpret postural signs. The following drawings depict generalizations of ranges of behavior. Individual cats or breeds may exhibit variations in the way these behaviors are expressed.

Baseline Posture

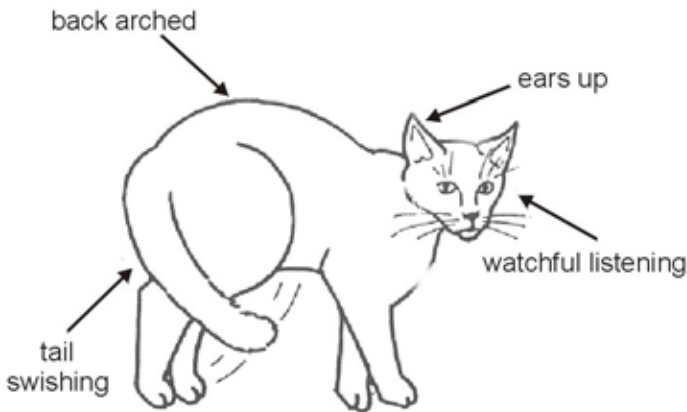


The relaxed cat has eyes partially closed which indicates a contented cat. Vocal sounds of contentment are murmurs, purrs, and chirps which can also serve as displacement (calming) signals to reduce its own stress level. The relaxed face also has slightly forward placed ears and a closed mouth. The tail is usually relaxed and in a down position.

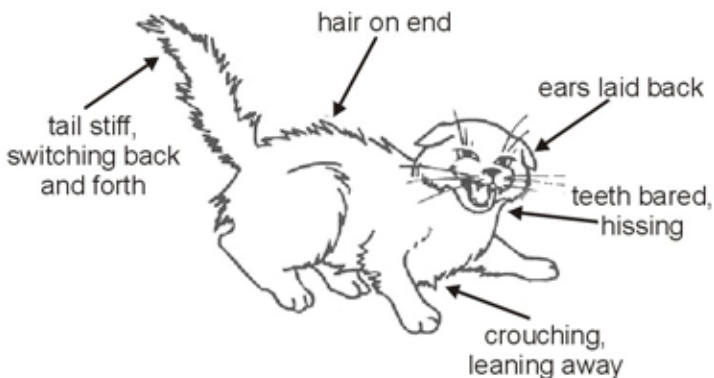
Ear twitching and tail flicks are displacement signals. twitching ears should also tell us that the cat's mood can quickly change for the worse, if it does not feel comfortable and secure. An angry cat will sweep its whiskers forwards, start to furl back its ears, and its pupils will remain constricted. As the cat becomes more upset it will pin down its ears, dilate its pupils, bare its teeth, bush out its tail, and thump it purposefully.

When a cat goes into its belly up position, this tells us it is in a state of submission. Beware, though, of rubbing the cat's belly. Do it lightly and briefly, as often the cat may bite your hand if you are too rough and persist too long. Touch is the primal source of affection, and the cat usually reciprocates with head and body rubs. The shy cat that has been highly socialized will enjoy touch, but will take time to adjust to new environments and people. There are also trusting cats that have low thresholds to touch and may bite if over stimulated.

Offensive Threat



Defensive Threat



Displacement Signals:

- Flicking tail
- Twitching ears
- Squinting eyes
- Grooming
- Stretching
- Flexing claws

Fear/Stress Signals:

- Clinging
- Excessive shedding
- Defensive vocalizations
- Listlessness
- Unusual passivity

Source: Delta Society