Everyone Is On The Behavior Team

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Why should you give a damn?

Which are second nature to you?

- Wash / sanitize hands between animals
- Use PPE (gloves, gown) in isolation ward
- Enter contagious animal areas last
- Report every time you observe blood in a kennel

Which are second nature to you?

- Always wear a treat pouch
- Toss treats into kennels of fearful dogs when passing
- Wait until animal is calm before opening kennel door
- Report every time an animal lunges forward in a kennel
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ASPCA Behavioral Rehabilitation Center

Graduation rate = 87%

5 days a week

ASPCA Behavioral Rehabilitation Center

Holistic Behavior Approach

Everyone is on the Behavior Team

The Learning Lab Program

Goal: Infuse behavioral & psychological support throughout animals' shelter experience
Increasing Needs but Limited Behavior Staff Time

Behavior Staff Duties
- Behavior modification / training
- Behavior evaluations
- Public classes
- Private consults / training sessions
- Staff training
- Pre-adoption conversations
- Follow-up phone calls
- Enrichment prep & distribution
- Meetings
- Rounds
- Office time / admin

Unintentionally Increasing Behavioral Challenges

Traditional Shelter Behavior Paradigm Isn’t Cutting It

1. Shelter populations are increasingly behaviorally challenged
2. Professional behavior staff time is limited
3. Staff and volunteers unintentionally setting animals back

Time For a New Shelter Behavior Paradigm

New Shelter Behavior Paradigm

Embrace a Holistic Behavior Approach

Recruit Everyone to be on the Behavior Team

Everyone On The Behavior Team

1. Adjusting methods to support & not undo
2. Increased involvement in behavior activities
3. Stronger tracking of behavior across contexts
4. Stronger methods of behavior communication
New Shelter Behavior Paradigm

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1. Adjusting Methods To Support

- Hellos & introductions
- Cleaning & feeding
- Walks, petting & play time
- Medical care

1. Adjusting Methods To Support

- Everyone should wear a treat pouch
- Use it as a go-to tool for:
  - Distracting
  - Rewarding
  - Luring
1. Adjusting Methods To Support

New Shelter Behavior Paradigm

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2. Increased Involvement in Behavior Activities

The benefits of generalization are huge!

He DOES like green eggs & ham
...with a fox
...and a goat ...and on a boat

See leash ⇒ I sit ⇒ I go somewhere
...outside with MaryBeth
...in the yard with Steve
...in a room with Cheryl
2. Increased Involvement in Behavior Activities

New Shelter Behavior Paradigm
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3. Stronger Tracking of Behavior

Criss Cross Connections

- Response to other animals
- Ease of leash & walking
- Reaction to handling
- Social behavior
- Response to unfamiliar people
- During cleaning
- During walks
- During rounds
- During med exams

Dozens of possible observations per day.
Aggressive?! No way! He’s been FINE with ME…

3. Stronger Tracking of Behavior

New Shelter Behavior Paradigm
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4. Stronger Methods of Communication

Which better sets people up for success?

- Loose open mouth (dog)
- Eyes soft / blinking
- Eyes squinting
- Ears relaxed
- Body loose
- Making “biscuits” (cat)
- Broad sweeping tail wags at or below spine level (dog)
- Loose question marked shaped erect tail (cat)
- Meatloaf body position (cat)
- Soft vocal sounds – chirps / purrs / trills (cat)

Please describe the incident:

__________________________
__________________________
__________________________
__________________________
__________________________
__________________________
__________________________
__________________________

Before

04/22/19 10:46 Officer S. Drake 322: Dog displayed behavior signs of the following:
- Loose open mouth
- Eyes soft
- Body loose
- Softly jumping up
- Sweeping tail below spine
- Slower to stay close

After

04/22/19 10:46 Officer S. Drake 322: Dog displayed behavior signs of the following:
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Timely  
Objective

Specific, in context  
Relevant
4. Stronger Methods of Communication

Sender observes behavior

Sender sees behavior improve

Responder reads report

Responder implements plan

Responder tells sender how report was helpful

4. New Shelter Behavior Paradigm

Expanded behavior health support

Maximize the time of behavior staff

More holistic picture of the animal

Better staff & volunteer buy-in

More informed outcome decisions

More successful adoptions

New Shelter Behavior Paradigm

Claudia Roll
Director of Operations

Dawn Davies
Executive Director

Testimonials

New Shelter Behavior Paradigm
ASPCA Behavioral Rehabilitation Center

- ASPCA program
- Facility in Weaverville, NC
- Focus on rehabilitation and study of extremely fearful, undersocialized dogs
- Severity prevents placement, affects QoL
- 75% from cruelty cases

Total into program: 342
298 Grads = 87%