The ASV Guidelines in Real Life

Part Two: Serving Up Enrichment to the Dogs at the Austin Humane Society

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In 2010, the Association of Shelter Veterinarians (ASV) released a document several years in the making: *Guidelines for Standards of Care in Animal Shelters*. Developed by a roster of veterinary experts, the standards are designed to “balance animal welfare science with practical and realistic recommendations for shelters,” and to provide a vision based on the needs of animals, which, the authors noted, remain the same regardless of how individual organizations’ missions and resources may differ. Here, we feature the second in a series of stories using real-life shelter examples to demonstrate how the ASV standards can be applied within the sheltering and rescue field to create better and more humane outcomes for the creatures we care for.

Focus on canine enrichment
According to the ASV Guidelines, “Enrichment should be given the same significance as other components of animal care, such as nutrition and veterinary care, and should not be considered optional. At a minimum, animals must be provided regular social contact, mental stimulation and physical activity.”

Austin Humane Society is one of a group of shelters that have started a hand-feeding, enrichment, and training program for their adoptable dogs. Begun in 2009, theirs is based on the Open Paw program created by Dr. Ian Dunbar and Kelly Gorman. Leading the charge at AHS was animal care/facility supervisor Crystal Tysz, who had great support from the shelter director, administrators, and all the shelter veterinarians.

Better Times in the Kennels
Tysz had been watching behavior, animal and human, in the shelter. She realized that dogs seemed to get rewards only when they were outside of the cage.

The shelter was looking for “a way for volunteers to interact with all the dogs, even for new volunteers with...
as the ASV guidelines state—and the Austin Humane Society recognized—“Regular, positive daily social interactions with humans are essential for both dogs and cats. These interactions are crucial for stress reduction and are a powerful form of enrichment.”

As recommended in the guidelines, AHS created a clear, written protocol that outlined the program and provided training for staff and volunteers to introduce the enrichment program before they began. They worked from the Open Paw protocol that was created by experts in the field and had been reviewed by veterinarians at the University of California-Davis Koret Shelter Medicine program. They realized because of all the great resources available, there was no need to re-invent the wheel.

The protocol identified several goals, explained the Open Paw model for the program, and included a set of FAQs anticipating questions from staff and volunteers. Their goals were to provide mental stimulation and decrease stress for shelter dogs; increase kennel appeal; help dogs form positive associations (for example, between the appearance of visitors and the presentation of snacks!); decrease length of stay by increasing speed of adoptions; maintain behavioral wellness for dogs who would be at the shelter for longer stretches; and prepare dogs to transition into a home environment.

The protocol for the enrichment program included information on how to answer potential questions from adopters. The shelter staff hoped that adopters would continue hand-feeding after the dogs went home; hand-feeding may help to cement the bond between a dog and his new person and provides just as many great training opportunities at home as it does in the shelter. The program helps counselors open a dialogue with adopters about human/animal bonding and the benefits of hand-feeding after adoption.

You Can Feed the Animals!

Allowing visitors to take part in giving treats provides positive reinforcement for the dogs, and engages the humans.

Here’s how it works: The daily food allowance for each dog is put into a bin at human-eye level on the front of each dog’s kennel. Signage instructs visitors, “Please feed the...
or animal care. As we have long suspected, the viral load is usually volumes higher on staff and volunteers than it is on the hands of visitors. That makes good training on hand sanitation doubly important.

What’s more, the shelter seems friendlier to visitors; signs saying “Please feed the dogs!” instead of “DON’T touch the dogs!” put out a welcome mat and engage visitors in the shelter’s work. Some staff have raised concerns about dogs eating directly off the floor, so the shelter is going to try using bowls at the front of the kennel as a target.

**What’s Next?**

Tysz wants to start a program for volunteers to enter the kennels and quietly read to the dogs, a practice that’s been implemented elsewhere with great success. She has already identified some helpful resources for reading programs. Dogs in shelters get so accustomed to frenetic bursts of excitement and activity every time people show up—but most adopters (and most shelter staff) don’t want that all the time. Sharing some down time with dogs gives them a chance to unwind and trains them that good things can happen even without all the rambunctiousness.

**Challenges**

Some of the biggest challenges in getting the program on track have been about training, staff time, and acceptance of change. Getting staff and volunteers the training and the time they need is really important to getting things right with the dogs.

Shelter staff report that it can be difficult to get to all the dogs often enough during the day; it is a big responsibility on top of their other duties. Dogs on special diets require extra signage so the public doesn’t take food from one bin and toss it in the wrong kennel. Also, the dogs still go crazy and happily lunge at the doors when volunteers come in to collect them for outside playtime. Excitement runs high for dogs and humans, and it takes a lot of patience to balance trying to get walks in for everyone with waiting for good behavior before opening that kennel door.

Some people were concerned that there would be too many germs on visitors’ hands. Asking people to toss the food (rather than feed it directly) really helps prevent animal-to-animal spread. But if that doesn’t allay your fears, at the University of California Davis Koret Shelter Medicine Program, we’ve been able to actually measure the amount of organic material on the hands of visitors compared to what’s on the shelter staff during cleaning or animal care. As we have long suspected, the viral load is usually volumes higher on staff and volunteers than it is on the hands of visitors. That makes good training on hand sanitation doubly important.

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**Resources**

For info about the Open Paw protocol, check out openpaw.org/about/shelters.html.