



PUPPY RAISER

GUIDELINES & POLICIES

Helpful Hint:

If reviewing this document online, search keywords by using Ctrl F.

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Puppy Raiser Policies and Guidelines



Puppy's Name:

Thank you for becoming a volunteer puppy raiser with Guide Dogs of America | Tender Loving Canines! This is an exciting time, and we know you will have many questions about the proper care and training of your foster puppy. This guide will serve as a reference for you during your time with the puppy. As each puppy is different, we also encourage you to contact Guide Dogs of America | Tender Loving Canines whenever you are unable to find an answer to your question or require clarity. We are here to help! Thank you for your support and continued hard work!

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Chapter 1 Welcome to GDA|TLC



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Puppy Raising Objective

It is the objective of each puppy raising family to raise a puppy who shows overall good obedience skills and excellent house manners. Your puppy should be house trained and be able to relieve on leash on all types of surfaces. Your puppy should be well socialized, not only with people, but also dogs, and have been properly exposed to all types of environmental stimulation and social situations. Your puppy should be able to be examined by a veterinarian and be calm and easy to handle.

The puppy should be well cared for by the family, kept up to date on his vaccinations, heartworm medication, and flea/tick preventative, and should eat the food chosen by Guide Dogs of America | Tender Loving Canines. Each puppy, once old enough, should have been given ample opportunities to stay at the kennel here at Guide Dogs of America | Tender Loving Canines prior to being turned in for formal training.

Sounds like a lot, huh? Good thing you'll be surrounded by the family of GDA|TLC staff, volunteers, and fellow puppy raisers. If we all work together as a community, our hope is that your puppy (and you!) succeeds in this exciting venture.



Locations

13445 Glenoaks Boulevard – Administrative Offices 13479 Glenoaks Boulevard – Visitor Education Center (and shipping address) Sylmar, CA 91342

Phone: (818) 362-5834

or (800) 459-4843 Fax: (818) 362-6870

Email: mail@guidedogsofamerica.org

Hours

Hours for various departments are located on the website, or you can contact each department directly.

Social Media

Website: www.guidedogsofamerica.org

Facebook: https://www.facebook.com/GuideDogsofAmerica/

Twitter: @guidedogsgda

Instagram: @guidedogsofamerica

Tik Tok: @guidedogsofamerica

MISSION STATEMENT

Transforming lives through partnerships with service dogs.

IMPORTANT CONTACT INFORMATION

Main & 24-hour Emergency Number (818) 362-5834

Emergency cell number (818) 822-7703

Puppy Department/Canine Development

Katherine Juhl – Senior Manager Puppy Program (818) 833-6466

Email: KRJuhl@guidedogsofamerica.org

Cathy Witucki – Puppy Program Manager

(818) 833-6445 Email: cnwitucki@guidedogsofamerica.org

Abigail Gertson-Garcia – Canine Development Assistant

(818) 833-6435 Email: AJGarcia@guidedogsofamerica.org

Vikki Tonge – Canine Development Assistant

Email: VNTonge@guidedogsofamerica.org (818) 833-6479

Sierra Booker – Canine Development Assistant

Email: Sbooker@guidedogsofamerica.org (818) 824-5143

Veterinary Department (Open Mon-Fri, 8 a.m.-4:30 p.m.)

Email: VetDept@GuideDogsofAmerica.org (818) 833-6470

Main Number:

concerns, call the ER phone at

Use this email address for all general medical concerns related to GDA | TLC For after-hours medical

dogs, including preventative medication orders.

(818) 822-7703, or call the main

Ceci Sanford, RVT - Manager of Animal Health

number and follow prompts for

Email: csanford@guidedogsofamerica.org

Kassandra Silcott, Lead Vet Assistant (818) 833-6473

Karina Espinoza – Vet Dept. Receptionist/Assistant (818) 833-6470

Tissinia Lapinia La Vaca apri neocptionist/ nosistant

Email: KEspinoza@guidedogsofamerica.org

Boarding/Kennel Department

(818) 833-6448

General Email: Boarding@GuideDogsofAmerica.org

Use this email address for kennel reservations and for sponsored dog food.

Chris Medina – Kennel Manager

Email: <u>CJMedina@guidedogsofamerica.org</u>

(818) 833-6448

OTHER IMPORTANT INFORMATION

My Area Leadership Team:		
Name:		Phone:
Email:		_
Name:		Phone:
Email:		_
Online link to Puppy Rai	•	
Nearest Emergen	cy (24 Hour) Vet Clin	nic
Name of Facility:		
Major Cross Streets: _		
Phone Number		
Website:		
Add the contact info	to your mobile device you	can quickly source directions in an

IMPORTANT MEDICAL INFORMATION & DATES

Please print this page and use the chart below to track the puppy's vaccination and medication schedule.

8 week - DA2PP and Bordetella	
12 week - DA2PP w/ Lepto	
12 week - H3N2 Influenza and Bordetella (Time for fecal sample!)	
16 week - DA2PP w/ Lepto	
16 week - H3N2 Influenza	
16 week - Rabies	
Bordetella due	Annually. GDA will vaccinate when the puppy visits the kennel.
Heartworm due	MONTHLY. On the 1st of each month.
Flea treatment due	MONTHLY. On the 1st of each month, or as directed.

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VACCINATIONS

When you picked up the puppy, you were given a vaccination schedule noting when vaccines, heartworm and flea and tick prevention medications should be given. You should also fill in the dates above so you have them in your guide that you will be referencing throughout your puppy's training. Also, make sure to mark this on your daily calendar (or in your phone) for an extra reminder. It is vital that your puppy receives all vaccinations on time. If not, we risk a compromised immune system and a risk of contracting a contagious illness.

How do you get your vaccinations?

- Come to GDA|TLC campus and receive your vaccinations from our vet dept. Reach out
 to the vet dept for an appointment in advance. (You can plan ahead for these visits!)
 You can walk your puppy from the parking lot to the kennel lobby- concrete and
 asphalt surfaces only.
- Your Area Leader may be able to administer the vaccination.
- If approved by the Vet Department, you can obtain the vaccination by a pre-approved vet clinic in your area.

Please make sure to send proof of the vaccination to the Veterinary Department if it was not administered by GDA|TLC. Send proof via email to vetdept@guidedogsofamerica.org.

STOOL SAMPLE

You will need to submit a stool sample at some point between 12 – 16 weeks of age. If you live a sizeable distance from campus, you may contact the Vet Department to set up arrangements to submit a sample locally. Also, if your puppy has diarrhea or loose stools, the Vet Department may request that you bring in a stool sample.

The easiest way to collect this is to place a small sample in a plastic bag from their morning bowel movement.

Once you have the sample, you can then place that bag inside another plastic bag. If you are coming directly to GDA|TLC, just bring it along with you. If there is a delay in the transportation time, place that sample in a refrigerator, until you are ready to come to GDA|TLC. The fresher the better!

HEARTWORM MEDICATION

You have been given a starter package that includes heartworm medication for the first six months you have your puppy. This medication is dosed based on the weight of the puppy, so be sure to check the weight class on the tablet package before using. When your puppy comes into the kennels at six months, you will get the heartworm for the remaining months you have your puppy. This is a very simple medication to give, and most dogs will just eat it out of your hand. It is not recommended to drop this medication in the food bowl, as dogs have been known to pick out medicines that are not their normal kibble, spitting out the pill.

It is important you do not miss giving your puppy this monthly pill. If you do, you will be required to bring your puppy back to GDA | TLC for a blood test before giving any further heartworm medication. As a safety precaution, check the expiration date as well as the weight range of the pill you are giving each month. If either the date is expired or the weight range is incorrect, contact the Vet Dept. for a replacement. This medication should be consistently given on the 1st of the month.

FLEA AND TICK MEDICATION

You can purchase flea and tick medication from GDA|TLC and either pick it up or have it mailed to you. Puppies go home with two doses of topical Frontline Gold. When you apply the second dose, please contact the Vet Dept. to order next month's dose of preventative. We switch most puppies to NexGard, an oral preventative after the first two doses of Frontline Gold. Flea and tick preventative should be consistently applied/given on the 1st of the month (unless otherwise directed). If you want the medication mailed to you or given to you by someone other than vet staff (another puppy raiser, area leader, or GDA|TLC staff member), you will need to order and pre-purchase the medication via the Vet Department during regular hours before it will be dispensed. You should only use the flea and tick medication recommended by GDA|TLC, and you should always purchase from GDA|TLC. Please do not purchase online, from pet supply stores, etc.

Chapter 2 Before Your Puppy Arrives



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Please take some time to prepare yourself and your home for your new puppy's arrival. Here are some of the important things that need to be completed before you bring your puppy home.

Make sure any pets you have at home are healthy and current on their vaccinations. Have aplan for how to safely manage multiple animals of mixed species, if necessary.
Decide who is going to be the primary raiser of the puppy. While this may be a family project, which is fine, one person needs to be designated as the main caregiver in the beginning. This person must put the crate in their bedroom and be able to get up throughout the night to take the puppy outside to relieve when needed.
Your puppy will be fed three (or more) times per day until the age of four months. Someone will need to feed, water, relieve, exercise and socialize your puppy throughout the day.
Know where the closest 24-hour emergency veterinary hospital is located. Do not wait for an emergency to happen. Have the address and phone number written in this guide in case you are told by GDA TLC to take your puppy to an emergency facility.
Know exactly where you are going to relieve your puppy on a regular basis. Pick an area in your yard or a safe area near your home. Until your puppy is fully vaccinated, you'll need this spot to be away from where unknown dogs or animals have been. Ideally a concrete area to start.
At work or school, scope out an area where you can take your puppy to relieve. Until your puppy is fully vaccinated, make sure this place is away from unknown dogs.
Set up your office/work area where your puppy will be spending the day with you. Perhaps you need to bring a crate, ex-pen, or install a tie down. Touch base with Canine Development to determine if the puppy should be carried into work.
Let your co-workers or classmates and instructors know that your puppy will be coming. It is important to answer questions and solve problems that may arise <i>before</i> you commit to a puppy.

☐ If you haven't received an email or phone call regarding Puppy Kindergarten classes, please contact GDA|TLC. Hopefully, you have already written the dates in your calendar and made sure you can attend all the required group classes.

"Alone we can do so little; together we can do so much."

Helen Keller



PUPPY PROOF YOUR HOME

It is extremely important to puppy proof your home to ensure your puppy's safety. Try to see things from a puppy's point of view – down low.

Here is a checklist of things to check and double check before your puppy arrives. Depending on your home, you may discover more items/areas in the process!

	•	Dangers	in	the	garage
--	---	----------------	----	-----	--------

		ers in the garage	
		Antifreeze may taste sweet to your puppy but has deadly consequences.	
		Be sure to store bottles on high shelves and frequently check your car	
		for leaks.	
		Keep pesticides, fertilizers and other chemicals far from your puppy's reach.	
		Other harmful garage items include batteries, cleaners and solvents,	
		motor oil and gasoline, craft glues and cement mix.	
•	Take	a look in your bathrooms	
•	<u>Take</u>	a look in your bathrooms Check around your puppy's level for medications and chemicals.	
•	Take		
•	Take	Check around your puppy's level for medications and chemicals.	
•	Take	Check around your puppy's level for medications and chemicals. Do not store these items under the sink.	
•	Take	Check around your puppy's level for medications and chemicals. Do not store these items under the sink. Move poisonous toilet and drain cleaners from behind the toilet.	

• Next check your living area

☐ Tuck in and hide electrical wires and cables as best you can.
$oldsymbol{\square}$ If someone in your home smokes, keep tobacco products and ash
trays far from the puppy's reach.
Keep paper shredders unplugged when not in use.

☐ Many plants can be toxic if chewed, so be sure to know what type of plants and vegetation you have in your house and yard. If you are unsure, take a clipping to your local nursery for identification.



Make sure decorative items on the floor or coffee tables (candles,
vases, statues etc.) are secured or put away out of puppy's reach (as
the puppy matures, you may be able to bring the items back to their
original places).

In the kitchen

sharp objects.

☐ Keep trashcans covered or behind closed doors. ☐ Hazards in the kitchen include coffee grounds, spoiled food, bacteria and



☐ Remove toxic cleaners and soaps from under the sink or put childproof locks on the cabinets.

☐ Store baking goods, especially chocolate and raisins, on a high shelf in the pantry.

☐ Keep tempting foods off the kitchen counter, especially potentially toxic foods such as grapes and tree nuts.

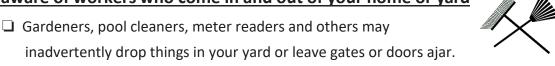
☐ Check for insect bait and rodent poison behind the refrigerator and stove.

☐ Keep the dishwasher closed as dirty dishes and sharp utensils are tempting for your puppy to taste.

Be aware of workers who come in and out of your home or yard

Tell them about your new bundle of joy and any necessary changes

you will need to make to ensure your puppy doesn't run free!





You may not realize all the potential hazards for your puppy in and around your home. You may (actually, you will) be surprised at what your puppy will find! Look at this website for more information on toxic plants and food:

https://www.aspca.org/pet-care/animal-poison-control

ITEMS TO GET PRIOR TO YOUR PUPPY ARRIVING HOME

Crate



You will need to purchase or borrow a crate that is the appropriate size for your puppy. The crate should have enough room inside for your puppy to stand up, turn around, sit and lie down. This means that as your puppy grows, you will need to change crates. Some crates come with a divider that allows you to expand the room in the crate as your puppy grows. GDA|TLC has several crates available for loan to puppy raisers. Please inquire about a crate for loan from GDA|TLC as soon as you are notified that you will be bringing a puppy home.

Exercise Pen

An exercise pen (or ex-pen) is like a play pen. They come in metal or plastic and are easy to set up where needed. They are temporary and can be used to block off areas of your home or yard. An ex-pen can be used to allow your puppy some playtime in a confined area if you are unable to adequately supervise him. You should make sure the ex-pen is properly secured so that the puppy can't jump or topple it over.

Baby Gates



Baby gates come in handy when you have a new puppy. You can use a baby gate to block doorways or open areas to keep your puppy near you. They can be effective in keeping your puppy out of trouble.

- You can purchase these items new or check with friends who have had puppies or young children.
- If you are having trouble finding a gate or ex-pen, check with us. We may have one we can loan you. You can also look for these items on sites such as Freecycle, NextDoor or Craigslist.

• Dog Bed



While the puppy will be sleeping in his crate at night, you may also want to have a bed for the puppy in the room where you watch television, read or eat meals, as well as at your workplace. You can teach your puppy that this is his place as well. As your puppy may chew on his bed while he is young, we would suggest using something that is inexpensive and easy to clean. If the puppy consistently chews the dog bed, please contact Canine Development to discuss alternatives so the puppy doesn't continue to practice destructive habits.

Compressed Rawhide Bones

From 8 weeks to 6 months of age, you can offer your puppy a compressed rawhide bone for short increments of time. GDA/TLC has approved a specific brand to be used called "Raw Paws Compressed Rawhide". Please click on link:



• Chew Toys/Hard Toys

There are hundreds of different toys on the market for dogs, and it can be difficult to know what toys are appropriate for your puppy. Use common sense when offering toys to your puppy to avoid choking hazards and easily swallowed items that could make your puppy sick.

Chew toys are made of durable plastic or rubber material. Some chew toys are relatively safe to leave with your puppy unattended if you have tried it with supervision, and it has proven not to break into pieces that could be ingested and harmful to your puppy.



• **KONG TOYS**_are bell shaped with a hollow core open at each end. They are made of durable rubber and can be a fun toy to toss for your pup or can be used as a pacifier type toy to entertain your pup when you leave him alone. When your puppy is small, the Kong toy can be filled and frozen to keep your puppy occupied for longer periods and while teaching them to settle.

- **WEST PAW TOPPL** is another option for a food stuffed toy. It is made from durable rubbler with a larger area for filling and an additional hole in the side. They can also be frozen and are easy to clean.
- NYLABONE are made of durable plastic and can be useful as a teething toy for your puppy's sore teeth and gums. They come in several shapes and sizes. For our puppies, stick to the Dura Chew type Nylabones. Depending on your puppy's chew style, you may need to get a more durable chew. This is why monitoring them in the beginning is so important. Be sure to purchase the "durable" or "Durabone" variety and not the soft "puppy" or "edible" variety. It's too easy for a puppy to chew off and ingest a piece of the puppy or edible Nylabone products. Regardless of the variety, inspect the bones regularly and discard if it looks like a piece might easily be chewed off.
- **THE JOLLY PET COMPANY** make many durable toys that most of our pups enjoy. Be sure to buy appropriate sized toys and remove small ones as your puppy grows.
- **BENEBONES** are a fan favorite of many puppies. Coming in different shapes and sizes, be sure to offer a variety of durable bones to your puppy.
- **GOUGHNUT** is another company that is recommended. Making very tough, rubber toys that are difficult to destroy.

Additional Toys

- PLUSH AND STUFFED ANIMAL TYPE TOYS are quite popular in pet stores. Please be sure to supervise your puppy with these types of toys, as they can shred them quickly, and swallowed pieces can be dangerous. Make sure toys are large enough not to be swallowed as your puppy grows. Some puppies will be hard chewers and destroy and possibly ingest softer toys. If you find you have such a puppy, please refrain from giving them these types of toys. There are plenty of hard durable toys that your puppy will love. Do not let the puppy develop the habit of destroying soft toys, even if the puppy does not ingest the shredded bits.
- **TUFFY BRAND TOYS** tend to be the more durable of soft toys but can still be chewed through.
- **ROPE/TUG TOYS**_can be fun to toss for your pup or to play tug. Having a rope toy made from fleece is a good option as they don't tend to shred as easily. You'll need to monitor your puppy with the rope toy and if the rope begins to fray, take it away.

• **SNUFFLE MATS** are a great way to keep your puppy engaged in an activity. They can be found in a variety of types and sizes ranging from fabric to silicon. Just like with plush toys, your puppy should be supervised when engaging in this product. Be sure to pick up the snuffle mat after the puppy is finished to discourage destructive behavior.

Inappropriate Items

- Recreational Items: Please do not allow your GDA|TLC puppy to play with Frisbee-type flying discs, tennis balls or similar sport balls. No Chuck-It Balls or Ball Launchers. We do not want your puppy to become overly obsessed with these items, as he will later have to work around these distractions throughout his training and career as a guide or service dog. Balls intended for human recreation should not be used as dog toys.
- Household items that include but are not limited to socks, shoes, plastic bottles, towels/rags should NEVER be offered as chew toys. We do not want your puppy to think that household items are fair game to chew on and destroy in the future.
- Equipment that has not been approved by GDA/TLC. This includes retractable leashes, bungee leashes, slip leads, body harnesses, martingale collars, pinch collars, prong collars, vibration/shock collars and citronella collars.
- Chew items that include but are not limited to bully sticks, antlers, horns and marrow bones are not permitted. If you are unsure about an item, please contact the Canine Development or the Veterinary Department.



ADDITIONAL ITEMS YOU MAY NEED TO GET AS THE PUPPY GROWS





GDA|TLC makes and sells tie-downs. As a first-time raiser, you will be provided one of these in your go-home bag. A tie-down is a durable plastic cable that can be attached to a sturdy furniture leg or clipped to an eyehook anchored in the wall. Tie-downs are used to keep your pup secure when you can't directly monitor him. Like a crate, the puppy can move around but can't get into trouble. You'll need to desensitize your puppy to being on a tie-down starting with short periods of confinement when he is already tired. You can also give a chew bone or Kong toy to help the puppy learn to relax while on tie-down.

Collar



- <u>Flat Collar:</u> This is a nylon or fabric collar like the one that you received when you picked up your puppy. Sometimes puppy raisers like to purchase their own collar to display their own personal style.
 - o If you purchase your own collar, make sure of a few things:
 - It isn't offensive
 - The width is between .5 and 1 inch
 - It fits properly
 - Your ID tags are transferred to the new collar
 - It has a quick release buckle/snap
 - You should be able to slide two fingers comfortably under the collar. When you slide the width of your two fingers between the collar and neck, the collar should feel snug, but not tight. You should not be able to slide your dog's collar off his head, or your dog may end up slipping his collar.
 - Head Collars: A head collar can be either a Gentle Leader or a Halti. Canine Development or your Area Leader will fit your puppy with this tool in Puppy Kindergarten. GDA | TLC will

supply you with one, however if it gets lost or destroyed, we do ask that you purchase

another one for your puppy. Additional handouts will be provided to teach you how to use this training tool.

Leash



- Leather Leash: These are available to purchase from GDA|TLC through our gift shop. These leashes have clips so that you can adjust the leash length. GDA|TLC recommends using a leather leash after your puppy has outgrown the leash you were given when you picked up your puppy. We find that leather leashes are more durable and last longer than fabric leashes. (They are still susceptible to puppy teeth, though, so be sure to keep an eye on the puppy when he's with you on-leash.)
- o Fabric Leash: If you purchase a fabric leash, make sure the length is 3-4 feet long. If you notice that your puppy has chewed it, or the fabric starts to fray, please purchase a new leash versus trying to rehab the worn one.

Long Line



A long line is a leash that comes in lengths of 15 to 100 feet. For GDA TLC training, the ideal length is 15 feet, and no longer than 30 feet. Long lines are useful when working on recalls or stays in unsecured areas, or places with a lot of distractions.

PUPPY GO HOME KIT

Every puppy leaves GDA | TLC with a well-stocked puppy kit!

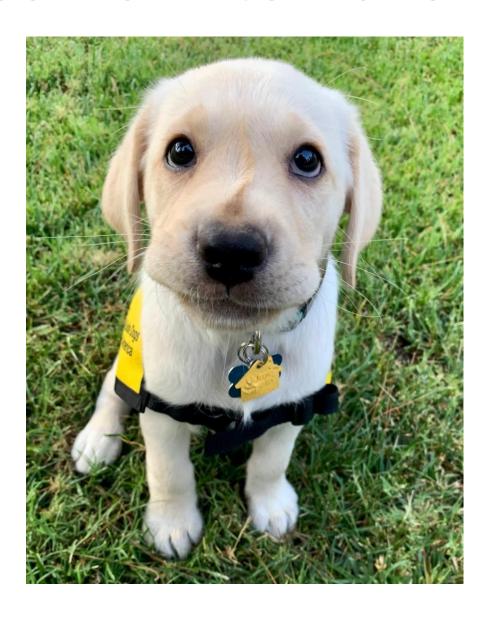
- One stainless steel bowl
- 1 treat bag
- 1 bone
- 1 tug toy
- 1 puppy collar
- 1 nylon leash
- 1 service dog leash (biothane)
- 1 15' long line
- 1 grooming brush
- 1 wire cable tie down (first time raisers)
- 1 car tie-down (https://youtu.be/GTYjhOnqAJs)
- 1 paw pad
- 1 small puppy vest
- A small blanket
- A stuffed toy/animal: Used to help him during his first couple of nights at home. If your puppy chews a hole in this stuffed animal, please either immediately repair or discard it so he doesn't ingest the contents.
- **Heartworm medication**: An initial supply of oral heartworm preventative. An additional supply is provided once the puppy is 6 months old. Be sure to keep all medication safely out of reach of kids and animals.
- **Flea medication:** Two starter-doses of flea and tick preventative. (You will purchase future doses of preventatives from the Vet Department.)



- **Puppy Food:** A 5-pound bag of puppy food. GDA|TLC puppies eat a specific diet. Do not switch foods unless directed to do so by the Vet Department.
- 1 GDA|TLC pet identification tag: A blue bone-shaped tag with your puppy's name and ID#,
 GDA|TLC's information and phone number. You will need to get a second tag with your
 name, home address and phone number to add to the collar. The few times GDA|TLC
 puppies have wandered away from home, they were easily returned by using information
 on their tags.
- Microchip identification number: Each GDA|TLC puppy has been microchipped with a permanent ID. The microchip is about the size of a grain of rice and has been injected under the skin between the puppy's shoulder blades. If your puppy gets lost and is taken to an animal shelter or veterinarian, they will scan the microchip to access GDA|TLC's contact information. The single tag issued will remain in the puppy's folder at GDA.
- Medical information: This folder will include your feeding schedule and amount, vaccine schedule, poop chart and other important medical paperwork. It is best to place this in an easy to reach location.

Updated: 12/21/2024

CHAPTER 3 YOUR PUPPY COMES HOME!



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THE FIRST DAY!



This is a very exciting day for everyone here at Guide Dogs of America | Tender Loving Canines, and we are always excited to see a new group of puppies enter their first cycle of training, working toward the goal of becoming service dogs!

You, as the puppy raiser, are eager to take on this challenge, and are most likely excited to pick up this cute, tiny, lovable creature, and make him a part of your life for the next 12 to 14 months. Today marks a big change for the puppy, who has spent his first 7-8 weeks living in a group with his littermates. The following tips will help create a smooth transition from the kennel to your home environment.

Car Ride Home

Ideally, you as the puppy raiser will have a second person with you who can either drive or hold the puppy during the car ride home. The trip home from GDA|TLC is the only time the puppy should ride in your lap in the car. After the initial trip home, puppy raisers should begin teaching approved car travel techniques, found in Chapter 9 of this guide.

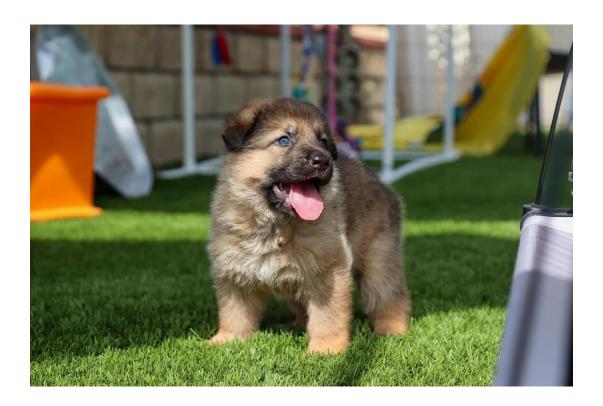
If you're travelling alone, the puppy should either ride crated (safest option) or on a blanket on the passenger floor in front of the seat. If the puppy is on the passenger floor, you *must* use the car tie down to keep him from climbing onto the seat or interfering with you as you drive. Be sure to ask GDA|TLC staff how to do this before leaving campus with the puppy.

Introduction to Household Pets

Introducing a young puppy to your resident animals should be done mindfully to ensure a smooth transition. Make sure you have a set up so that your resident pets have an "out" or a way to get away from your often mouthy and energetic puppy. It's a good idea to allow your resident dog (or cat) and the puppy to observe each other from a distance at first. If the resident animal or puppy seems uncomfortable, allow more time. Use a baby gate or a crate in the house to separate the puppy safely from other pets while still allowing them to adjust to the sight and scent of each other. Make sure to praise your puppy and your resident animals when they show appropriate interest in each other. This can take time, so practicing good management and patience is key.

With careful management, most household pets adjust to the puppy eventually. Make sure each animal gets individual attention and time with you. During questionable interactions, do a "consent test" by holding the more rambunctious animal gently by the chest, allowing the less rambunctious one to "vote with her feet" and either remove himself from the interaction or consent to more by continuing to engage. Respect their decision by allowing play to continue or redirecting the rambunctious one to another activity. Again, it's important for the humans to manage interactions and redirect as necessary to make sure all animals are learning to be appropriate with each other. You can read more about your pup playing with other dogs in Chapter 8 of this guide.

It is your responsibility to keep both your resident pets and the new puppy from overwhelming or irritating each other.



FIRST DAYS AT HOME

House Training/ Potty Training

The relieving area you chose should be in your backyard or a safe place that is not frequented by unknown dogs. You will want to relieve your puppy on-leash. This will ensure that he does not have access to the whole yard, as well as keep his mind on the task at hand. Limit the area to the length of the leash plus a step or two. For detailed house training, see **Chapter 5** of this guide. This is just a short recap of the process to get you started.

Our puppies are taught to relieve on the cue, "Get busy." At this point in your puppy's development, you want to add the verbal, "Get busy" when your puppy is actively going to the bathroom. You can find out more about teaching this cue in Chapter 5 of this guide.

Be mindful to take the puppy out frequently when house training. Never yell at your puppy for an accident in the house. Make sure you properly clean the area with a cleaning agent that works on urine or feces; Nature's Miracle is a good option. If the spot where they urinated or defecated on is not properly cleaned, your puppy is likely to think it is okay to continue relieving near that spot.

Tip: In general, the puppy can only hold his bladder one hour for every month he is old. He will also likely need to eliminate sooner if he's been sleeping, eating/drinking, playing or training.

Introduction to the Home Environment



Once your puppy has gotten "busy," it is time to bring him inside! It is best to confine your puppy to a certain area of your home via ex-pens or baby gates at first. A kitchen or part of the living room/den works well. Put some safe toys, a blanket or bed, and the crate with the door open in the designated area. Sitting and spending some quality time with your puppy in the "puppy proof" area will make it a more pleasing place.

If you can directly supervise the puppy, then he can begin to have more access to your home. In each new area, it is important to spend time sitting on the floor and encouraging him to chew his bones and toys, not your hands, arms, or furniture.

Most puppies love to put EVERYTHING in their mouths, so be sure to carefully "puppy proof" the environment before the puppy comes home (see safeguarding your home in Chapter 2 of this guide). Limit unsupervised access to your whole home until the puppy has proven he can behave appropriately. This usually does not happen until the puppy is at least 6-8 months old.

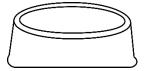
Crate Training

In addition to house training, you will also want to work on crate training, starting the day you bring the puppy home. Please see Chapter 5 for extensive crate training information. For now, it is important to make



sure your puppy is comfortable sleeping in the crate at night and that he is learning to rest in the crate during the day. Keep in mind this does take time and the first few nights may be hard for your puppy and you. Put the blanket and/or toy you scented with your puppy's littermates in the crate with him. You can also include a durable chew toy. Do not put water in the crate.

Your puppy will most likely whine or cry at first. Use calm praise to reassure and comfort him. Make sure the crate is facing you, and for the first few nights, you may need to keep the crate closer to you. You also may need to take the puppy outside a few times during the night until he gains better bladder control. This typically lasts for 3-7 nights. In the morning, carrying your puppy outside is better than letting him walk to the relieving area, as he will likely have an "accident" on the way out.



Feeding Time

Up until now, your puppy has been fed with his littermates or separated in a crate. You will begin teaching your puppy to remain calm and keep four feet on the floor while you set the bowl down. This training begins in puppy kindergarten and progresses until your puppy remains sitting until given the release word "OK" before eating. However, for now, just make sure your puppy isn't jumping on you, barking, or biting prior to putting the food bowl on the ground. Also, give him the "OK" as you put the bowl down. It is best to put the puppy on tie down or on leash to limit their ability to run around and jump. You can also have someone else hold the leash or do a ground tether by stepping on the leash.

Training



As this is puppy's first day home, for today, just make sure your puppy is getting to know his name. We call this "name recognition." Before going home your puppy responded to "Puppy, come!" Now we want to teach him his name. It's important to say his name in an upbeat tone and start working toward teaching the puppy to quickly check-in with whoever is saying his name.

Name Recognition

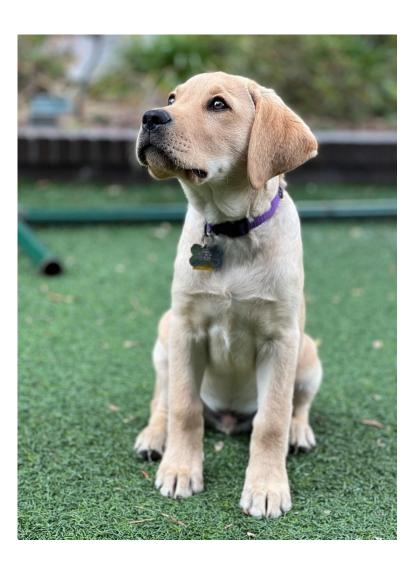
- Your puppy's name will be used throughout his life to get his attention and prior to giving a cue.
 This is an important skill to teach!
- Saying your puppy's name when you want his attention will help him learn his name. We want our puppy's name to be just like ours; when we say it, they pay attention, and it starts a conversation between the two of us.
- If you say your puppy's name and he looks at you, reward him with a piece of kibble or any other item (play, toy, pets, food, etc.) your puppy enjoys. At first, you may need to say his name in a high-pitched voice and then make another attention getting noise, like a kissy sound. Just make sure you are marking and rewarding as soon as he looks up at you.
- You will also be using their name to regain their focus and attention around distractions. (In lieu of the "leave it" cue)
- One of the most important things to remember when working on name recognition is that repeating your puppy's name does NOT make it more effective! In fact, it can have the opposite effect. Either your puppy will learn to tune you out or your puppy will think his name is "Juno, Juno, Juno, Juno, Juno!"

"Volunteers are not paid -- not because they are worthless, but because they are priceless."



End of Day

It's been a busy first day for you and the puppy! Take your time with the puppy. You have a lot to teach him, but it doesn't happen overnight. Remember, you have more than a year to train this puppy. As the saying goes, "Rome wasn't built in a day!" There's another saying in the service dog world: "Slow is fast!" It's important to take your time. These first several weeks are about getting to know each other, establishing a relationship, and helping the puppy adjust to his new environment. This is a journey, not a race. Remember to relax and enjoy the process!





<u>Congratulations!</u> You've made it through the first few days! By now, we hope the puppy has settled into the evening routine and you're both enjoying several hours of uninterrupted sleep. Now, let's move on to what you can begin practicing at home with your puppy.

The main things to initially work on with your puppy are house training, crate training, sleeping through the night, adjusting to your daily routines and house manners. "Good house manners" is a broad term that includes not jumping on furniture or on counters, not chewing inappropriate objects, not digging in the trash, etc. Your puppy is not fully vaccinated, so you should not take him out in public just yet. If you want to work on your puppy's socialization, here are a few safe ways to do so in the first two weeks:

- Introduce your puppy to the vacuum cleaner, hair dryer, washing machine, and other noises he will hear throughout his life. Let your puppy discover the object without the sound first. You can also search for the sound on the internet and play the sound separate of the item. The key is to work in small slices for the best success. It is best to create distance between the object making the noise and your puppy. Slowly decrease the distance over time and if you notice your puppy is shying away from the noise or item, move it further away or turn the volume down. Besides things that make sound, bring out odd items such as an umbrella, hats, bicycles, or baby strollers and allow your puppy to investigate them. You can read more about socialization in Chapter 8 of this guide. Of course, don't introduce all of these in one day and keep in mind it may take many days for your puppy to acclimatize to certain items.
- **Go for short rides in the car.** Start when your puppy is tired and if possible, have someone else drive. Place the puppy on his blanket on the passenger side floorboard and offer a chew toy to keep him busy. Praise your puppy for quietly chewing on a toy. The motion of the car ride will probably lull the puppy to sleep. Getting your puppy used to the car, in short deliberate bouts, will go a long way toward teaching him to ride calmly in the car throughout his life. See more about car rides in **Chapter 9** of this guide.

- Have friends come over to meet your puppy. A few visitors each day will ease your puppy into calm greetings as people come and go. Make sure you do not allow your puppy to practice unwanted behaviors such as jumping, nipping or barking. Have some kibble and toys ready to help redirect your puppy and be sure to offer calm praise as your puppy works hard to make good choices! Make sure your visitors aren't smothering your puppy. If the puppy isn't willingly greeting people, he's saying he needs a little space. It's important to give him time to get used to people. You can read more about teaching proper greeting behavior in **Chapter 8** of this guide and this is practiced and taught in your puppy kindergarten class.
- Take a car ride to a friend's house for a quick meet-and-greet. Since your puppy will most likely have to relieve soon after he gets out of the car, this will be a good chance to practice a "get busy" on a different surface (ensure it is an area not frequented by unknown dogs). Keep the visit short and sweet to prevent unforeseen "accidents" and make sure you bring your puppy's favorite toy to occupy him during your visit. Always keep him under close supervision and ensure everyone knows the "rules"- only pet him when all four feet are on the floor. Consistency is important!
- <u>Sit in your driveway and watch the world go by.</u> Set up a safe spot for your puppy and a comfy chair for you. Your puppy can observe traffic, neighbors on walks and more. *Be mindful of busy/loud traffic, loose dogs and garbage day.
- Drive to a shopping center parking lot and sit in the back of a truck or
 hatchback. Your puppy can play with toys while observing cars, people and shopping carts.
- Reward what you want to see repeated! Give your puppy a piece of kibble when he's a good boy. Puppies thrive off attention, so if you are only giving attention to a jumping puppy, a jumpy puppy you will get! When your puppy is playing quietly by himself, offer gentle verbal praise.

CHAPTER 4 COMMON PUPPY ISSUES



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PUPPY BITING

It may come as a surprise to you that your sweet little puppy came with a set of teeth that the average shark would be proud of! Even worse, your puppy likes to use those needle-sharp teeth on you! Fortunately, your puppy's first set of baby teeth (or milk teeth) will begin to fall out around 4 months of age, and his larger, thicker adult teeth will start to come in.



Biting during play is normal for all puppies, but

you need to take action to keep your puppy from biting you and others. All puppies investigate the world with their mouths. It's a necessity of puppyhood, so we just need to make sure that we give our puppy appropriate things to chew on to satisfy the need.

Puppies play by biting each other's ears, tails, legs and any other parts that they can catch or hold onto. They also learn how hard they can bite on a playmate according to their reaction. If a puppy bites a littermate too hard, the littermate will yelp and disengage or retaliate. After which, the inappropriate biter hopefully learns a valuable lesson.

You of course will engage in play with your puppy. However, you must teach the puppy to behave politely around people. It is imperative that the puppy learns biting/mouthing is not acceptable. After all, we don't have thick, tough skin and fluffy fur coats to protect us from the forces of canine bites. Discourage all puppy biting; even when it feels like soft mouthing and doesn't hurt. Puppy teeth do not belong on human skin.

You are not a play toy, nor are your children, friends, relatives or houseguests. It's important for your puppy to learn that people are not play toys or littermates. It is up to the human to teach the puppy which behaviors are appropriate and which ones are not. Mouthing and nipping at your skin, hair, clothing, shoes, shoelaces and more, are not acceptable. Avoid rough and tumble games or any game that might encourage your puppy to grab your clothes, skin or hair. Set your puppy up for success by engaging them with toys or tactile praise (petting).

SUGGESTIONS FOR DISCOURAGING BITING

- Try using a sound like a yelp, similar to what another puppy would do. The sound must be sudden, abrupt, and loud. It should start and stop almost instantly from silence to full volume in a microsecond. The point is to startle your puppy just as he bites down on you, and to get him to stop biting quickly.
- **Don't entice your puppy to bite you so you can correct him.** Just be ready to practice this if he initiates biting during regular handling or play.

Have a toy ready at all times! Always have a toy or two available to give your puppy instead of biting on you. After you yelp, the instant that he startles, give him the toy. It's crucial that the toy be presented immediately. The purpose of the toy is to redirect him onto an appropriate object. The yelp startles him and interrupts the biting on you but redirecting him shows him what he should be doing with his mouth instead. Show him what is acceptable. Most likely, the puppy won't

It's important to always give your puppy information about what you want him to do, and not just correct him for unwanted behavior.

just put the toy in his mouth and accept it, he will drop it and go for your skin again. To prevent this, once you grab the toy to redirect your puppy, entice him by engaging in a bit of play with the toy. Help him realize how fun the toy can be. Then praise him when he continues to play with the toy and not your skin.

As you work on this, be careful to not accidentally become the toy by jerking your hands away and shrieking. It's understandable – nobody likes being the target of puppy teeth, but your fast-moving hands paired with worried wails makes you look and sound like a giant squeaky toy! Be mindful of interactions between puppies and children. An adult should ALWAYS directly supervise to help both species behave correctly around each other.

Sometimes, young puppies become so <u>over-stimulated</u>, they lose the ability to make good choices. If you've genuinely tried to redirect his attention from your skin to a toy, and he insists on biting at you, it might be time for a short "brain break" in his crate or pen. If you need to separate yourself from the puppy, to give him a chance to re-boot his puppy brain, calmly lead him to the crate/pen and offer soft praise as he goes inside.

- Redirect unwanted mouthing often. You will do this over and over and over again! Puppies tend to forget, and during the next play session, he may come back and bite at you. Some pups will be very persistent about it; others will switch to a different item more quickly. Stick with it. They are all individuals, but eventually they all must learn to get more control of themselves. Remember, the puppies are not mean or vicious. As youngsters, they experiment and do a lot of trial and error. Some are more persistent than others, requiring additional time and training. *When puppies are over-stimulated, they are no longer able to think and learn productively. This is when the "brain break" comes in. A mouthy puppy may also indicate they are tired and need a nap. Remember, young pups need 16-20 hours of sleep per day.
- <u>Teach new behaviors</u>. Obedience cues can manage the nipping and set your dog up to succeed. As the puppy learns to focus on the handler and develops impulse control, he will be less likely to engage in nipping behavior. If the puppy becomes mouthy when you play, interspersing obedience behaviors with play can help the puppy better regulate his impulses.
- Keep him using his "thinking brain" so he's less likely to short-circuit and revert to mouthing/nipping behavior.

REMEMBER

- Provide appropriate chew toys and bones for your puppy and praise him for chewing them.
 Your puppy will not only learn what is UNACCEPTABLE, but, more importantly, what is
 ACCEPTABLE in terms of using his mouth.
- Make sure to give your puppy ample physical exercise and mental activity to burn off excess energy and curb boredom. Reward calm, relaxed behavior with appropriate, gentle petting and praise.
- **NEVER** hit your puppy (on the nose or any other part) in response to mouthing or play biting! Not only is this unnecessary but also it will likely encourage biting to continue, either in play or in self-defense. Similarly, do not squeeze his snout shut or try to shove your hand farther back into his mouth. If you're struggling with puppy biting, please call the Canine Development Team for help.
- Once your puppy has successfully learned bite inhibition, practice the above steps regularly
 and reward him/her for being gentle to ensure a lifetime of success.

By the time your puppy is about 5-6 months old, he shouldn't be biting or mouthing humans at all. This includes soft mouthing when people reach to pet him. To learn more about appropriate greeting behavior with strangers, see Chapter 8 of this guide. You will also learn proper greeting techniques and practice them in puppy kindergarten class.

BARKING/WHINING

Barking is one-way dogs communicate with each other and with humans. If you want to curtail your puppy's barking, it is necessary to determine why it is occurring. Here are some reasons puppy's bark:

• Fear of an object or situation This type of barking may be accompanied by a growl and raised hackles: If your puppy is barking at items (could be a person or an object) he is unsure of, take note and remove the item from view or move it further away from your puppy. Do not force your puppy to interact with the item. Allow him to investigate it at his own pace. Praise your pup when he is in a seeking state (i.e. interested in the object/person and not retreating). Allow your puppy to vote with his feet and stop the interaction if he wants. Forcing will only teach a puppy to fear the object or person more. This can then lead to a broader fear of the overall situation or environment.

If you notice your puppy is uncomfortable, come up with creative ways to slowly introduce the object or person again. For example, while the puppy is eating or playing, you can have the object/person in the distance. Again, the key is NOT to force the interaction but to make sure he remains in a state of seeking and interest versus avoidance and fear.

- Social isolation or frustration/boredom Barking due to boredom can be relieved by providing a more stimulating environment. Interactive toys such as Kongs or other puzzle toys can help. Make sure your puppy is getting enough physical exercise as well as mental exercise in the form of training and new experiences.
- To induce play/attention seeking/barking for a reward One of the main reasons a young puppy barks is to get your attention. Even if you give your puppy attention by yelling at him, he is getting your attention even though it is negative! If your puppy barks to get your attention, do not reward him by giving in. Wait until your puppy is calm and quiet and reward him with attention, praise, pets, playtime, or whatever the puppy is seeking in that moment (assuming it's appropriate).

• <u>It works!</u> Dogs can inadvertently be trained to bark by receiving a reward. For example, a puppy who barks at garbage trucks is rewarded when the truck leaves, and, thus, a cycle is created. The dog begins to generalize the barking to other things such as buses, motorcycles, mail carriers etc. It is important to break the cycle and interrupt the natural system of reward.

JUMPING

Puppies begin jumping on people when they are very young. They are trying to get near our faces and get our attention. We think it's sweet and cute when they are little. We bend over and pet them, scratch them, talk to them, or even pick them up. In other words, we reinforce them for jumping up on us!

Then they grow taller, get heavier, grow longer nails, and become more boisterous, and now it's not so cute. That's why teaching dogs *not to jump* starts when they are still puppies. Bend down to greet the puppy and if they jump, stop engaging them. Asking the puppy to sit first (if they know the cue) can be helpful as it gives them a job to do. Having your puppy on leash is important when you have visitors. If the puppy jumps, the visitor can step away without the puppy following them. Even though he may be tiny, he's still learning how to behave, and everyone will appreciate his polite greeting when he gets older and bigger.

Jumping is a natural way for our dogs to greet us because they want to be at our level. However, too much enthusiasm can be frightening to some people and is rarely enjoyed by strangers. As guide or service dogs, it is vital that we teach our puppies that jumping is an unacceptable form of greeting. The following tips will give you some clear guidelines of how to curb this behavior and ensure calm greetings.

- **Ignore and Reward:** If your dog jumps on you, turn your back. Saying things like "no" or "off" can reinforce the jumping by giving the dog attention in the moment. Remember: Negative attention is more fun for a puppy than being ignored. When the dog makes a better choice by keeping all four feet on the floor, be sure to reward them. *Ignoring the unwanted behavior doesn't work without rewarding the good behavior too.
- **Keep your dog on leash:** If your dog jumps on guests, put him on-leash when people come into your home, and only allow guests to pet your dog when the dog has four feet on the floor. You can step on the leash where it reaches the floor; this will self-correct the puppy when he tries to jump. Don't just rely on self-correction use your training to help him make correct choices.
- <u>Teach an alternative behavior</u>: Teaching your dog to sit on cue is a great way to diminish jumping. Sitting will become an alternative behavior to jumping, and if you are consistent enough, your dog will learn the routine of sitting and waiting for pets and affection, rather than jumping and demanding it.
- **Get down to their level**: When our pups are small, we can get down to their level so they are less likely to jump. Although remember to still turn your back or stand up if they begin jumping again.

• **Praise for good behavior**: Make sure to give feedback and praise when your dog is not jumping. Remember: If we accidentally ignore him when he's being good, he might experiment with unwanted behaviors as a way to get our attention.

THINGS NOT TO DO

- Do not make a big deal out of your arrival home.
 - Do not engage in an enthusiastic reunion with the puppy when you get home. This encourages overly excitable greetings. It's better to completely ignore the dog for several minutes. By ignoring your dog completely for the first few minutes, letting him get the excitability out of his system before you pet him, he learns he will not get any attention until he is calm.
- <u>Do not push your dog off or touch him in an attempt to make this pattern stop.</u>

 Dogs, just like people, look at touch as a form of reward. Since jumping is an attempt to gain your attention, when you push him off you, your dog is rewarded by gaining your attention, even if the attention is negative.

*Consistency! *

As with any training, consistency is the key. If you want to be successful in training, everyone who enters the house must observe the rules you have set. When even one person allows the puppy to jump, it causes confusion and doesn't set the puppy up for success.

 Time-Out Method: This will be used often for undesirable behaviors. You can learn about it via this video link: https://youtu.be/gl7Uxim9AQ Young puppies

https://youtu.be/MILBEEBcf Y Older pups/adults

CHAPTER 5 CARING FOR YOUR PUPPY



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WATER

Your puppy MUST always have water available. **Do NOT restrict your puppy's water.** Many times, when a puppy's water is restricted, they develop a bad habit of what is called, "tanking up." This is when the puppy drinks too much at once. This leads to excessive urination and sometimes "dribbling". If puppies are accustomed to having water all the time, this habit usually does not develop.

WATER IS AN EXTREMELY VITAL NUTRIENT TO THE HEALTH OF YOUR PUPPY

An animal can lose all its fat and half of its protein and survive, but just a 10% loss of body water can cause serious illness. Water constitutes 84 percent of a newborn puppy, and 60 percent of an adult dog. Water is necessary for almost every function the animal body performs. On a hot day, the average dog can become dehydrated in only a few hours if fresh water is not present.

Factors such as high temperatures and exercise can double, or even triple, a puppy's required water intake. Most animals consume more than their daily requirement. A little extra water consumption never hurts, but too little can be catastrophic.

If your puppy wakes up in the middle of the night and needs to "get busy," you do not need to offer water. Just put him back into his crate after he has relieved. We want the puppy to learn to sleep through the night without waking. If you offer him water or food in the middle of the night, he will continue waking up for a snack and a drink.

Also, do not leave water in your puppy's crate at night or when you leave him crated during the day. Ideally, your puppy will learn to sleep/settle whenever he is crated.

If your puppy plays in the water bowl or tips it over, don't fill it as full. You will need to refill the bowl more often, but less water will mean less mess if the puppy starts to splash in the bowl. Teach the puppy not to play in the water bowl by immediately interrupting the behavior with a verbal, "Eh-eh!" and redirect their focus to a toy as soon as he starts the unwanted behavior. If you're consistent, he should quickly learn not to play with the water bowl. There are different water bowls on the market that limit the pup's ability to splash or tip the bowl over.

FEEDING

Puppies go home eating Purina Pro Plan Large Breed Puppy under 2 years old- Chicken and Rice Formula. Proper hydration assists with digestion, so we add water at a 2:1 ratio of food to water. For example, if you give 1 cup of food, you'll add ½ cup of water. No need to soak the food – just add the water. (Be sure to take the puppy out to relieve after meals!) Since this food is designed for puppies under 2 years of age, this is what you'll feed the puppy throughout its time in the puppy program, unless the Vet Department directs you to feed something different.

As your puppy grows you will need to adjust how much he is fed. It is best to increase food amounts slowly so as not to overwhelm a puppy's immature digestive system. Make sure to reference the body scale index (in the medical section of this guide) and check with your area leader, canine development member or the Vet Department at GDA|TLC if

you aren't sure if you are feeding the right amount.

When the number of the puppy turns 4 months of the

When the puppy is 4 months old, you will wean them off their lunch meal slowly. The best way to do this is by pulling a When the puppy turns 4 months old you will slowly wean them to two meals a day.

little portion of the lunch meal and adding it to breakfast and dinner and feeding the rest at lunch. You can do this over 7-10 days until you are no longer feeding a midday meal. *If your puppy gets loose stool during this change, you may need to slow down the transition.

Eventually, as your puppy matures, you will adjust the amount of food according to his metabolic rate. Please reference the body condition score chart on page 146 to make sure you keep your puppy at a good weight. Each time you come into the kennels, whether to see the vet or for boarding, your puppy will be weighed. Make sure to have some kibble with you, especially in the beginning, to make it a pleasant experience for your puppy. The goal is for the puppy to sit calmly on the scale to get an accurate reading.

As the puppy grows, if you aren't sure how much you should be feeding, please consult the Vet Department. What's printed on the bag of food is merely a guideline. Every puppy is different. We want to find the amount of food that works best for your individual puppy and maintain a healthy weight.

WHAT NOT TO FEED YOUR PUPPY

- People Food –It is critical that our puppies have good house manners and don't steal food.
 The best prevention is never feed your puppy "people food," and keep food off of the counter or out of reach.
- Food that has fallen even kibble that has fallen to the ground should be picked up; do not allow the puppy to eat fallen treats from the ground; this can teach the puppy to scavenge for food.
- Any other dog food aside from the Purina Pro Plan Large Breed Puppy formula. The only
 exception is if the Vet Department has given you permission or suggested different food.
- Low quality treats. Many commercially available treats are heavily processed and contain many unnatural ingredients. If you've been advised to use "high value" treats, look for soft, high quality, meat-based treats that can be broken into small pieces.
- Anything that causes loose stool. This should go without saying, but if the treats or regular food cause your puppy to have diarrhea, discontinue use (of treats) and contact the Vet Department.



SLEEP

Getting a good night's rest is just as important to our puppies as it is to us. However, they don't come knowing when and where to sleep so it takes time and patience to teach them. Use the below guidelines to ensure restful sleep for everyone!

THE CRATE

Your puppy has been introduced to the crate while at GDA|TLC. Along with short training sessions (placing a kibble in the back of the crate for the puppy to get), they are fed meals in the crate to help create a positive association

When your puppy is home, the crate should be accessible when you are around. If your puppy chooses to go into the crate on his own, make sure to softly praise him.

Furthermore, **during the day** if you need to leave your puppy briefly or are unable to keep a constant eye on him, put him in the crate with a special toy.

- Make this toy something he only gets when he is in the crate. This can be a Nylabone, Kong or durable soft toy.
- As your puppy matures, you should notice your puppy is more comfortable settling in the crate.

For the first couple months, when you notice your puppy is sleeping (but is not in the crate), put him into the crate and quietly close the door. He may fuss for a few moments but should settle down and go back to sleep.

At night, your puppy will be sleeping in the crate.

- In the beginning, the crate should be in your room and close to your bed. You can ask your puppy to "kennel," go over to the open crate, and cue him inside. Reward him when he walks in on his own. If he needs some encouragement to enter, please do not force him inside (it is okay if you need to gently pick him up and bring him to the crate) but have a piece of kibble in your hand and lure him inside so he walks in on his own.
- Once inside, give calm verbal praise while continuing to treat. Close the door and treat again. It is best that you then walk away and either go to bed or keep the room quiet (covering the crate with a blanket can help). Your puppy may whine or bark for a bit until he understands the routine. You can give him some soft verbal praise, keep a soft plush toy inside with him (make sure he can't chew it apart), and make sure he has his special toy.

- Having your puppy nap in the crate during the day will help him be more comfortable in the crate at night.
- As your puppy matures, begin to move the crate farther away from your bed. We want a puppy to be able to go quietly and happily into his crate regardless of location.
- You'll get to know your puppy and know when a whine in the crate means he needs to go to the
 bathroom and when he is whining because he would rather play or be with you. If he needs to
 go to the bathroom, of course, take him out. If he is having a hard time settling, it is OK to let
 him whine for a bit. If you give too much attention to the whining, it will teach him to do it
 more.
- In general, avoid letting the puppy out when he is vocalizing. If he's whining, and you think he needs to relieve, try making a sudden noise away from the crate stomp your foot or slap the wall. The sudden noise will likely catch the puppy's attention and buy you a few seconds of quiet so you can open the crate and let him out.

How long should you crate your puppy during the day? Use the guideline below:





4 months and older: No longer than 4 hours per day

- No GDA|TLC puppy should be in a crate for more than 4 hours at one time during the day. If
 you are away for longer, please bring your puppy to GDA|TLC for kenneling or contact an
 approved GDA|TLC puppy sitter.
- Crating your puppy at night is different from daytime crating and your puppy should be able to stay in the crate comfortably overnight.



Tricks to Keep in Mind

- A very young puppy may need to be taken out once or twice during the night to relieve. This is okay to do for the first few days/weeks until they have more bladder control.
- Never let your puppy out when whining or fussing, wait until they are quiet for at least 30-60 seconds (10-20 seconds if younger than 10-week-old) before you open the crate.
- Do not make a big deal when your puppy comes out of the crate; be calm and matter of fact.
- Be careful what you do immediately upon letting your puppy out of the crate. For example, if
 you feed or play with your puppy first thing in the morning, he may anticipate the food or fun
 and fuss in the crate earlier than you would like!
- Make sure your puppy has had a chance to relieve before being crated.
- When your puppy is older than 5 months of age, the crate can be housed in different family members' rooms at night, in different areas of the house during the day, or taken with you when you visit a friend's house. Your puppy can also be crated when traveling in the car.

When to Contact GDA | TLC

- When your puppy is soiling regularly in the crate.
- If your puppy's fussing in the crate is getting worse and not better.
- If you need a smaller or larger crate. (We have crates you can borrow.)

OTHER SLEEPING ARRANGEMENTS

It's extremely important for GDA|TLC puppies to maintain the skill of sleeping in the crate at night and being able to rest calmly in a crate during the day. Our guide and service dogs sleep in a crate in our prison training program, and on campus with their partners, and many graduates choose to continue using the crate once they return home with their dogs. Please don't stop using the crate just because the puppy has matured and is trustworthy in the house.

The majority of the time, your puppy should be sleeping in a crate.

Once the puppy is reliably housetrained, readily sleeps through the night, and is comfortable going in and out of the crate whenever you ask, you can occasionally practice letting him sleep outside of the crate. Use a tie-down to keep the puppy on his dog bed in your room. When he can reliably stay on his bed, try removing the tie down. If you ever wake up and discover the puppy has joined you on the bed while you were sleeping, go back to consistently crating the puppy at night.

Your puppy should never be allowed to

- Sleep on your bed.
- Sleep on a sofa/chair or your lap.
- Roam freely throughout the night.
- Sleep away from you (unless he is in a crate).
- Use a dog-door to relieve at night.

Allowing these behaviors, even once, can teach the puppy bad habits. We know it's tempting to snuggle with the puppy on the couch or bed, but please DO NOT DO THIS. Not even once! (Please and Thank you!)

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HOUSETRAINING

The basics of house training, sometimes called "potty training" or "house breaking," are simple: Avoid letting your puppy relieve himself in the wrong place and praise him when he goes in the right place! Be consistent in supervising your puppy, and you will be pleased and surprised with how quickly he will learn the basic concept of not relieving in the house.

It is important to understand a few things before house training your puppy. Up until 3 weeks of age, your puppy needed his mother to help stimulate him to relieve. Since then, your puppy has been able to relieve himself whenever and wherever he wanted to and has not had to "hold it" for any length of time. As you bring your puppy into your home, remember he is comfortable relieving himself whenever he feels the need. "Holding it" until you take him outside is a brand-new skill. Management, supervision and anticipating his needs will help create success.

Always keep a close eye on your puppy, as he does not yet know to indicate when he must "go," and may not even realize he needs to relieve until it is too late.

Start working on house training the moment you get home from picking up your puppy.

You should have already designated a safe place at/near your home, preferably a backyard if you have one, where you are going to regularly relieve your puppy. This can be on grass, concrete, rock or dirt. It is recommended to begin on a hard surface. There will be less distractions, and most pups easily transfer relieving skills to other surfaces if started on hard surfaces first. When you get home, take your new puppy to this designated relieving

area. If you always take him to this same spot, he will tend to seek out this area by choice in the future. Have your puppy on-leash and keep distractions such as children, adults, other dogs, etc. to a minimum. Walk him around the designated spot (using the idea of a leash length plus a step or two for space), softly repeating, "Get busy." Wait quietly as he goes, and softly praise your puppy with, "Good boy'" when he does. Do not use food to reward relieving. Clever puppies will quickly learn to ration their urine to eliminate more often and earn more food rewards or learn to "fake it" and squat without relieving. The relief from the feeling of a full bladder, paired with your calm praise, is a huge reward for successful elimination.

Even if your puppy relieves immediately, keep him outside for around 10 minutes. Continue to move him around your designated area, allowing him to sniff the ground, as this will help stimulate

relieving. It takes time for young puppies to develop the muscle control to fully void their bladders in one session. By staying outside for 10 minutes, you lessen the chance of the puppy "getting busy"

REMEMBER: Do NOT let your puppy get into the habit of walking all over the yard to find a spot to relieve. Use the leash and limit your steps to teach him to relieve in the area provided. As a service dog, he won't be allowed to wander around in search of the perfect spot.

outside, but still having an "accident" in the house a few minutes later.

When you are inside with your puppy, constant supervision is required for successful house training. This means you are watching him very closely ALL the time, or he is confined to a small area to encourage him to "hold it." Be aware of those times when you are physically there with your pup, but you may not be paying close attention to him. Accidents often happen when you are preoccupied with something else. You are the teacher and are responsible for watching for those subtle signs that

indicate your pup may need to go outside.

Generally, dogs will try their best not to soil their sleeping area, so your puppy is unlikely to soil his crate. If he does have an occasional accident in the crate, don't worry about it. A few accidents in the crate are not a big deal. Clean it up, using an appropriate product (see below) and try to figure out what the problem was. Was he in the crate too long? Did you make sure he went outside before you put him in the crate? Did you change his diet, or give him treats? You can usually figure out what the problem was.

ADDITIONAL REMINDERS

- Up to about 4-6 months of age, your puppy hasn't yet developed full bladder control, so he will need to urinate about once every hour or when he is awake, even more frequently if he is active. It is a good idea to take him out every half-hour, or more frequently, while he is awake and active. As a rule, dogs tend to be more metabolically active first thing in the morning and again in late afternoon to evening.
- If your puppy is playing, chewing hard, running around, getting very excited, or generally being active in any way, he may need to go out as often as every 15 minutes.
- He will also need to go out right after eating or drinking (within 5-10 minutes after he finishes).

- When a puppy is sleeping, he can wait much longer without needing to go outside to relieve. Just because your pup can sleep for 3-4 hours (or more) without needing to "go," does not mean that he can wait that long during waking hours. Dogs, like humans, are much more metabolically active when awake and moving about than when they are sleeping.
- Some puppies will figure out the routine of going to the bathroom and then going right back into the house. If they want to stay outside, they may try to put off relieving. Make sure you have your puppy "get busy" first, then play with him after his "business" is taken care of. The playtime will be part of his reward.
- Dogs of any age, but especially puppies, do not always completely empty their bladders or bowels all at once. Some dogs do, some don't. It's not all that uncommon to have your pup "go" outside and come in and need to "go" again 5 to 10 minutes later. In that case, he probably didn't relieve himself completely the first time. Learn your dog's natural pattern so you aren't taken by surprise once you go back into the house. If your puppy tends to do this, then you may need to spend longer periods outdoors, and avoid distractions until he finishes up. Then play with him and bring him inside. If he won't finish his "business" after you've waited several minutes, bring him inside, put him in his crate, and take him out again in 10 minutes.

WHEN ACCIDENTS HAPPEN

What about when accidents happen? You got distracted, turned your back for a moment, or for whatever reason, you now find a "surprise" on your carpet? Don't rub your pup's nose in it, for heaven's sake! Don't hit him or give in to the urge to punish him in some way. After all, it was YOU who gave him the opportunity to make a mistake, wasn't it? So

If you didn't actually see
your puppy making the
mess, you're too late to do
anything about it.

don't blame the puppy. Instead, put him in a safe area and clean it up.

If you do see your puppy beginning to squat in the house, make a loud, abrupt noise to startle him. Something as simple as a light slap on a nearby wall or table can be enough to startle and interrupt your puppy. Then immediately rush him outside (cheerfully) and give him a ton of praise for doing it out there.



Remember that the goal is to startle him to interrupt the behavior of soiling the floor indoors, not to punish him. Being very harsh with him or punishing the mistake will only help him learn that he shouldn't do it while you are watching or while you are in the same room. The "guilty" look people refer to when attempting to punish a house-training mistake is the dog responding to your mood when you find the mistake, not because they made the mistake. Dogs do not have the ability to connect your current mood with their past behavior.

Don't use vinegar or household cleaners to clean accidents indoors. Most cleaners contain ammonia, which will attract your dog to that location, just as the scent of his own urine would. Instead use a commercial, enzymatic cleaner designed specifically for this purpose (such as Nature's Miracle).

Below is a list of signals to help you identify when your puppy may be getting ready to relieve. It is crucial that you observe your puppy and learn to read the signals.



By now, you must have decided your puppy should be taken out every five minutes! It's not usually that bad, especially once you learn your puppy's preferred signals that say, "I need to go out." Remember though, a guide dog user may not be able to see those signals, so don't wait for your pup to tell you he needs to go out. It's your job to take him out, not his job to ask.

If at any point you find your puppy regressing and making mistakes, don't despair! This is common, and usually nothing to worry about. Although it might be a bit frustrating for you, try to relax and help your puppy by backing up in your training. Go back to taking him out more often, watching him more closely, and confining him more judiciously when you can't keep him under your watchful eye. Basically, go back to the beginning and start teaching him again. It won't take nearly as long the second time around (or third time).

Also, look at how fast you were progressing. Perhaps it was too fast for him to gain a thorough understanding of the rules. Have faith! It will come with time. Three months is a good benchmark for success. Until you've had three consecutive months without a soiling mistake, continue to employ whatever management, supervision and confinement techniques have helped create success. Try not to give too much freedom too soon.



LEASH RELIEVING

All GDA | TLC puppies need to be taught to relieve on Cue and while whon a leash.sh.

You will start this training the very first time you take your puppy outside to relieve himself, and most every time after that.

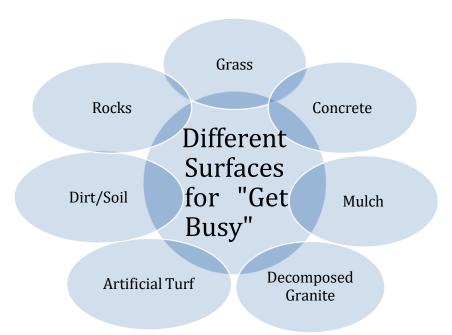
When you take your puppy outside, attach the leash to his collar. (Remember in the beginning of house training, you most likely

will be carrying him outside.) Once outside, set your puppy down where you want him to relieve. Keep a nice loose leash and in a soft tone of voice repeat, "Get busy, get busy." Your puppy will most likely start to sniff the ground, as this helps stimulate relieving.

Allow your puppy to sniff around no more than a 2- to 3-foot area around you. Do not allow your puppy to get in the habit of needing to roam all over before finding the perfect relieving spot. He needs to learn from day one to attend to his "business" quickly, and in a fairly small area. Once your puppy starts to relieve, use a soft tone of voice, and say, "Good boy." Make sure you remain calm as to not distract or scare your puppy and cause him to stop relieving.

In the beginning, keeping this time quiet with few distractions (no other dogs, kids, loud voices, etc.) will make it easy for him to start to relieve. It is extremely important that your puppy be comfortable with leash relieving, so keep practicing this, even when you feel as though your puppy has got it down, even in poor weather and at night.

Once your puppy is reliably relieving on leash, it is important to teach him to relieve on different surfaces and in new places. If your puppy always relieves in the backyard, he will tend to hold it when he is on long outings. As a working dog, he will need to "get busy" in various places and at different times. Teaching a young puppy to relieve on concrete is far easier than trying to teach an older dog, who has always relieved on the grass, to relieve on concrete.



As a guide or service dog, your puppy will need to be able to relieve with the "get busy" cue on any surface, at any time. A guide dog should <u>never</u> relieve in harness, so we will <u>never</u> allow our puppies to relieve in the vest. Be sure to remove the vest before asking the puppy to "get busy."

Mistakes to avoid

- Allowing the puppy to have free, unsupervised access to a dog door. (You should know when the dog is going out to relieve.)
- Not relieving your puppy on-leash. (They MUST learn to relieve quickly when given the opportunity. Relieving on leash helps with this.)
- Allowing your puppy to relieve in the vest
- Not watching your puppy, and therefore, not knowing if he has relieved or not
- Allowing your puppy to relieve on walks without the "get busy" cue
- Not teaching your puppy to "get busy" on different surfaces
- Letting your dog "mark" (lift his leg on vertical objects)

BODY CONTACT WHILE LEASH RELIEVING

As your puppy ages (6+ months) and has been successful with the "get busy" cue, we want to start lightly touching the puppy's back while he is relieving. GDA|TLC instructs vision-impaired clients to use this technique so they can identify if their dogs are urinating or defecating.

When your puppy stops walking and begins to relieve, step closer to him, reach forward with your hand, and lightly touch his back. The first few times you touch your puppy, he will most likely stop doing his "business" and walk off. That's OK, he will get used to this procedure. Make sure to calmly praise him when he stays still and allows you to touch him. Work your way from a gentle touch to an actual pet; just one stroke along the back is enough. Imagine you need to follow his tail down to the ground to know where to pick up his feces.

If your puppy tends to walk around while he is defecating, gently hold his collar to stop him from travelling. This prevents him from spreading the feces around, which, again, makes it easier for a person who is blind to clean up after the dog.

MARKING BEHAVIORS

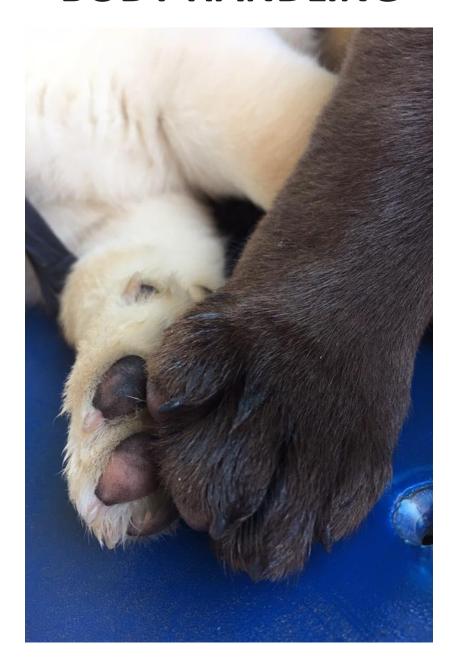
Do not allow your dog to lift his leg and urinate on vertical objects or repeatedly urinate in small amounts. This is called "marking." It is primarily a male behavior, but females can mark as well. Marking behavior is more common among intact dogs, and the behavior often begins when the dog is 6 to 12 months old.

Signs that your puppy is beginning to mark are:

- Not relieving fully at one time; saving some urine so he can "go" more often
- Lifting a leg
- Sniffing a tree or vertical object and positioning himself next to the object

If you notice this happening, immediately pull your dog forward so all paws are on the ground. To prevent this in the future, do not relieve your puppy near vertical objects, and give him more time to fully eliminate in one spot. Immediately interrupt any attempts to relieve without first being told to "get busy." If you interrupt a marking attempt, walk a little farther, remove the vest (if necessary) and then use the "get busy" cue.

CHAPTER 6 BODY HANDLING



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ACCEPTING HANDLING

It is important that we teach our puppy to be comfortable with all sorts of body handling. Service and guide dog handlers need to be able to run their hands all over their dogs to check for health problems. The vet will need to be able to handle the dog throughout its life. Practice with your puppy by feeling his tail, ears and face. Rub his legs, paws and chest. We want your puppy to be familiar and comfortable being handled, as well as restrained. Restraint isn't something your puppy will naturally be fond of, especially when he has lots of energy and puppy teeth to keep you away. We need to work up to this and will start with gentle touching, progressing as our puppy is comfortable to light restraint and simulation of vet procedures.

The goal for restraint is for the puppy to be calm when held in position while another person, such as a vet, examines his ears, eyes, mouth and teeth. Your puppy should be accepting of others checking his paws and belly. As your puppy grows, you will continue to practice restraining him for exams, as this is something he will experience throughout his life. Have your puppy sit while you look inside each ear. Hold his head in your hands and gently examine it. Have someone else extend his front legs one at a time and check each foot.

To start, use kibble rewards and soft praise to help build a positive association with being handled. After each handling experience below, give your puppy a piece of kibble. Do very short bouts of touch at first and work your way up to a hold (only building as puppy calmly tolerates the experience) and then to a light squeeze (simulating how a tech might restrain a dog during a medical exam).

DO NOT RUSH THIS! If your puppy has a negative experience with restraint or touch, it will stick.

Suggestions for handling, treating after each exercise

- <u>Ears</u> lift each ear flap and tilt the head so you can look directly into the ear canal. Place a finger just inside the ear canal to simulate a medication bottle. Reward.
- <u>Mouth</u> lift each lip in turn. This is far less intrusive than putting the hand over the muzzle and pulling both lips at once. Slide your finger along the gum line of one side of the mouth and then the other. Gently open their mouth for brief moments. Reward.

- <u>Feet</u> with your puppy on the floor, sitting or lying down, lift each foot in turn and examine the toes and nails. Apply a slight pressure/squeeze to the foot as if you're trying to steady the foot to trim a nail. Separate the toes and look in between each one. Reward.
- <u>Legs</u> lightly run your hands down each side of the leg, doing gentle squeezes/pulses as you go. Lift up the leg to inspect the armpit area (with puppy lying down). Reward.
- **Tummy** with puppy standing, run your hands all over his body, feeling for any foreign bodies or lumps. Vary the pressure you use as you apply pressure to the underbelly. Reward.
- **Tail** with puppy standing, run your hand along, and briefly hold, the tail. Reward.
- **Body** run your hands down the back, applying slight pressure as you administer light pulses along the spine. Part the hair in various places to expose the skin. Reward.

GROOMING

BATHS

Bathe your puppy only as needed to keep his coat clean and well groomed. He is a public representative of Guide Dogs of America | Tender Loving Canines and should be a good example of a well-cared for dog. Bathing too often can remove natural oils from the skin, which can cause skin problems. When bathing is needed:

- Use a product specifically made for dogs.
- Stand the puppy in a tub and wet him with warm water.
- Work up a good lather. Be very careful to keep your puppy's head up, to keep soap out of his eyes and ears. You can use a tear free dog shampoo.
- Use a washcloth to clean your puppy's face.
- After you finish soaping up your puppy, rinse him thoroughly. It is critical that you rinse your puppy completely as shampoo left in his coat can cause skin irritations and lead to hot spots.
- Once he's clean, towel-dry your puppy.

Puppies in training should NOT be taken to a groomer and left for grooming.

You can use a do-it-yourself dog wash facility once your puppy has been fully vaccinated. When your puppy comes into GDA|TLC for kennel stays, we can bathe the puppy for you.

Grooming also plays a big role in the bonding process. Take your time and make it a positive experience for your puppy. Guide and service dog users are taught how to brush and bathe their dogs as part of the bonding process. It is imperative that our puppies learn to accept and enjoy grooming. If you have any questions or are having difficulty getting your puppy to accept grooming, call the Canine Development Team.

NAILS

It is important to begin handling your puppy's paws and nails early on. When the puppy is already relaxed, sit on the floor and start by petting his paws and gently separating the toes. Have the nail clipper sitting next to you and first, simply show it to your puppy as you handle his feet.

Once the puppy is comfortable with having his feet and nails handled, touch the nail clipper to a single nail and give the nail a slight tap. Reward your puppy when he calmly accepts this. Make sure that you give your puppy a treat after each individual nail to make nail trims a positive experience. Desensitizing your puppy to nail trims takes time. Nail trimming isn't really something any dog enjoys, but it's a necessary evil of being a dog, and we want him to calmly cooperate with the process. Make sure to simulate clipping the nails and restraining the feet often even if you don't plan on clipping his nails yourself. When your puppy comes in for boarding or for a vet appointment, you can ask the technicians to clip the nails for you. The time you spend practicing at home will make the experience less stressful for the puppy no matter who does the nails. If you want to learn how to do it yourself, have one of the technicians show you.

BRUSHING

You were given a grooming tool in your go-home bag. All dogs should have their coat brushed often to remove dirt and loose hair and to stimulate necessary oil production. Also, since our puppies are often out in the public eye, it is important we keep them looking their best! At first, you may need to help your puppy get used to the brush, so he doesn't learn to bite at it and treat it like one of his toys. Here are some tips to get your puppy to accept brushing:

- Brush your puppy when he is tired and relaxed.
- Keep initial brushing to short bouts, no more than a few minutes at a time.
- Have some kibble or a chew toy to keep your puppy occupied while you brush him.
- Enlist a helper to feed your puppy some kibble while you brush him.
- Calmly praise your puppy when he is cooperating with being brushed.

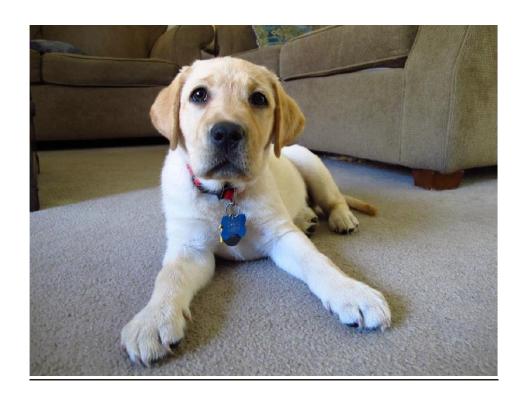
EARS

Inspect your dog's ears often to check for debris or odor. Do not administer any medication without consulting with the Vet Department but do try to catch any ear infections early. It is very important to get your puppy used to having his ears looked at while he is young and before he may need medication down the road.

TEETH

Monitor your puppy's teeth weekly by looking in your puppy's mouth. Again, if you start when your puppy is young, it will become a common thing, and your puppy will more easily accept the experience as an adult. Look for any cracks in their teeth. Puppies tend to lose their baby teeth at about 4 months of age, so don't be alarmed if you find one in a toy or see some bleeding in their mouth. Permanent teeth will soon replace baby teeth and, luckily for us, they aren't as sharp!

CHAPTER 7 HOUSE MANNERS



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WHAT ARE HOUSE MANNERS?

House manners ensure that your puppy is well behaved in the home. This includes:

- Not jumping/sleeping on any furniture
- Not begging for or stealing food
- Not eating or picking things up off the floor (not including dog toys)
- Not destroying household items (clothing, shoes, table legs, walls, carpets, etc.)
- Not putting paws on counters or tables
- Coming when called from anywhere in the house
- Able to be alone either in a crate or in a safe area for up to four hours without being anxious or causing destruction

Dogs are opportunists and there are enticing things in our homes that, if left to their own devices, puppies will find quite entertaining. It is important to instill good house manners so when your puppy is placed with his graduate, problems won't ensue. Dogs who aren't taught proper house manners have the potential to be returned to us because they are too much for the graduate to manage.

Practice makes perfect and the more a puppy/dog practices a behavior, the better they will be at it; whether a wanted or unwanted behavior. If we combine thoughtful training with skilled management (such as using baby gates, tie downs, x-pens and crates) our puppies will develop good house manners. If we give too much freedom too soon, and don't invest adequate time in teaching the puppies to behave appropriately, they will develop bad habits. Unwanted behaviors can develop quickly yet require extensive time to extinguish. Manage your puppy wisely to prevent problems!

ALONE TIME

All puppies need to learn to be left alone for short periods. Your puppy should learn that confinement does not mean abandonment. Your puppy does not need to be (and *should not be*) with you 24 hours a day. When your puppy comes in for training, he will spend some time alone in the kennel. Puppies can be left in their crates for no longer than four hours at a time during the day (depending on their age). However, it is important they can be left alone in the crate and be relaxed and comfortable.

Start off with small increments of time and then slowly increase the length of time. The sooner you start working on this, the easier it will be as the puppy grows up.

Suggestions when leaving your puppy:

- Give your puppy plenty of exercise before leaving him alone.
- Be sure to relieve the puppy before you leave.
- Confine your puppy to a crate before you leave. Never leave them unattended in the ex-pen.
- Provide him with SAFE toys while confined. Rotate toys often to keep his interest. Do not give
 compressed rawhides to unattended puppies. Only allow your puppy access to toys like ropes,
 squeaky toys, or stuffed animals when you are there to supervise.
- Use hollow, or hard rubber toys that he can't destroy but that you can stuff with kibble and top off with a bit of peanut butter. Nylabones and Benebones are also safe choices.
- Make your exits and entrances low key. Be matter of fact when you come and go.
 Emotional displays ("Mommy loves you! I'll be home soon!"), while well-intended, can create anxiety in some dogs. Leaving a radio or a television on can mask outside noises and might make your puppy feel less alone, or less likely to bark at unknown noises.

Guide and service dog users occasionally leave their dogs home, and it is much easier to do this when the dog has been taught to be left alone. Teach the skill now to avoid unnecessary stress in the puppy/dog later in life!

While GDA/TLC puppies should be routinely left home alone for short periods, they should NEVER be left alone in the backyard or outside when you aren't home.

MORE FREEDOM IN THE HOUSE

The key to success in introducing your puppy to new rooms of your house is to take it one step at a time, always building on the idea that your puppy earns more freedom with success.

Puppies can learn to be reliable in all rooms of the house if they are introduced to them one at a time with you there constantly supervising them.

When you first start to allow your pup into a new room, he won't realize the same house rules apply until you teach him. That's where your careful planning and supervision comes in.

Take him into the new room after he has relieved outside, and you feel confident he won't need to "get busy." Sit in the room with him as he explores. Make sure to interrupt any potential unwanted behavior like putting his paws on the furniture or picking something up that isn't a toy, as

well as praise him for investigating new items and then moving on. Bring some appropriate toys in the room with you, and if your puppy chooses to play with them, praise and interact with him. Do some training in the new room to reinforce good manners.

The process of assimilation and understanding will take time, so don't try to rush it. Carefully introduce new rooms one at a time. If he is doing well in a new room, you can begin to leave him for short periods while you peek in. If he continues to do well, you can gradually allow him more access to the room without you but continue to watch him from a distance or from around the corner.

If he starts to make a mistake, give him an "Eh-eh" and if he stops what he is doing, praise him. If he continues to make the mistake (examples might be biting on a rug, putting paws on furniture, chewing on a table leg, etc.) remove him from the room or redirect him to an appropriate item or activity. He might not be ready for that much freedom yet. Be patient, eventually you'll be able to give him run of the house with peace of mind.

DESTRUCTIVE BEHAVIOR

Giving too much freedom before the puppy has demonstrated a true understanding of "good house manners", can result in a destructive puppy. It's important to set your puppy up for success by making sure you always know where he is, and when you can't keep a close eye on him, he is confined to a safe spot. Also, make sure you provide plenty of toys and chew items for your puppy, and reward him when he chooses to interact with the correct things.

Puppies go through different stages when they are more likely to find a table leg appealing. So, just because your puppy has earned more freedom, doesn't mean that at some point he couldn't lose it, if only temporarily. Especially when your puppy is teething, keep a more watchful eye on him. Make sure you have toys of different textures to give him during this time. If you catch your puppy in the act of chewing on your beloved heirloom, interrupt him with a loud clap or, "Eh eh" and then redirect him away with a toy and engage in play with him for a bit. Often, we forget to acknowledge our puppy when he is being good, missing an opportunity to reinforce the behavior you want. If you notice your puppy is entertaining himself with an appropriate item or just quietly watching you with interest, walk over to him and calmly tell him he is being a good boy and reward him with a piece of kibble. This will increase the likelihood of him repeating the behaviors you want!

STEALING ITEMS/INGESTING FOREIGN OBJECTS

Stealing items from around the house is a fun puppy sport! Unfortunately, it can lead to all sorts of problems later if it is encouraged at an early age. Dogs discover that running off with the remote control gets the whole household in an uproar! This is fun for puppies. Just think about it from your puppy's point of view. There he is lying on the carpet, being ignored. He chews gently on a dog toy. Still, he is ignored. Bored, he gets up and wanders over to your glasses case. He picks it up. Suddenly the whole household descends upon him! He runs, and a great game of chase around the house and garden ensues! Guess which item he will choose again next time he wants something to do!

Even worse, is when our puppy decides that, to keep us from knowing he has the forbidden object, he should eat it! Or he suddenly discovers our day-old socks are a delectable snack. This is a dangerous habit.

- Put away items of value! Make sure that your puppy cannot get ahold of your most precious things.
 Puppies especially love things that smell like us such as socks, hair ties, and shoes! Keeping items picked up and out of reach is an important part of puppy-proofing your home. Nothing makes you tidier than a young puppy in the house!
- Make sure you have appropriate toys for your puppy. Rotate these toys instead of having them always available to your puppy. If you bring out "new" toys each week and put away the old ones, it will keep them exciting to your puppy (and maybe a bit better on your pocketbook!). It's important to have a variety of textures available to your puppy.
- If your puppy puts something inappropriate in his mouth, instead of running after him, try calling your puppy to you. Ask for the object and give him an exuberant "good boy" if he relinquishes the item to you. Then find an appropriate toy (hopefully nearby) and have some fun playing with your puppy. The goal is that the next time your puppy thinks of picking something up, it will be a toy and he will bring it to you. Your job is to be available for a bit of fun when he does so. Don't worry, saying "Good boy!" when he releases the object and playing with him does not reward him for initially stealing the inappropriate object. It's OUR job to keep things picked up. If we don't, and the puppy "steals" something, our job is now to prevent a game of "keep away."
- If your puppy has learned to run away (plays "keep away") when he has something inappropriate, try picking up a favorite toy and play with it without your pup. Acting like the toy you have is the

best thing going! This should entice your puppy to either drop the inappropriate item or bring it to you in exchange for some fun with you. Again, you should engage and have fun with your puppy when he makes this choice to convince him that HIS toys are much more fun than random objects around the house.

Practice "drop" and incorporate lots of different items into your training sessions. It's important
to set up specific TRAINING sessions to help your dog fully understand the behavior before
expecting the behavior to hold up out in the world against a myriad of temptations.

MAKE VIDEO ADD LINK

It is easier to prevent bad habits, than to break them.

-Benjamin Franklin

COUNTER SURFING

Dogs are opportunistic and there are a lot of great things to find on most counters! Using the below techniques will help ensure counter surfing doesn't become a habit.

- **Prevention:** If your puppy gets something yummy from jumping up on the counter, they will continue to jump up and investigate, hoping to find another reward. Set your pup up for success by making sure any temptations are put away. Consistency is key! Remind other family members to keep counter tops free of temptations, too.
- **Reward Good Choices:** Many times, we miss the opportunity to praise our dogs when they are sitting or lying down near us and NOT jumping on the counter. Be sure to catch your dog in the act ... of being good! If you are cooking and he is lying nicely watching you, this is a definite

reward-worthy moment! Calmly pet, praise and maybe even offer a kibble or two. If we don't pay any attention to when our dog is being good in the kitchen, sometimes they choose to get our attention by jumping on the counter.



- **Provide an Alternative:** Give your puppy an alternative fun activity to occupy him while you are in the kitchen to prevent counter surfing. This is a great time for a puzzle or chew toy or to practice obedience cues. Have your dog work on sit/stays and down/stays while you are working in the kitchen. Then call your dog to you and reward him for doing an excellent recall!
- **Use "Go to Bed" Cue:** Once your dog understands the "go to bed" cue, it can be utilized as a management tool to help prevent the counter surfing.
- Management: If you can't work with your puppy and you know there are going to be temptations on the counter, it is best to manage the situation by keeping him out of the kitchen all together. This can be accomplished by crating him, putting him on tie down or using a barrier/baby gate to prevent entry. This will set him up for success but does not take the place of training good house manners. If you go this route, make sure your puppy is safe on the other side of the baby gate and not going to get into even more trouble outside of the kitchen! And remember to set up training sessions where you specifically work on teaching the puppy to behave appropriately in the kitchen.

EATING/STEALING PEOPLE FOOD

An ounce of prevention is worth a pound of cure! The best remedy for avoiding a dog that begs, is to make sure he never has the opportunity. While some things seem quite innocent, they can lead to a puppy who learns to beg for or steal people food.

Basically, unless instructed otherwise, anything your puppy eats should come from a source that is specific to dogs and not people.

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PUPPY RAISERS SHOULD NEVER DO THE FOLLOWING

- Use "people food" as your puppy's treats. This includes carrots, chicken, cereal, hot dogs, cheese, etc. (The occasional use of a small amount of peanut butter in a KONG toy or similar is allowed.) *Unless directed by Veterinary Dept. or Canine Development
- While a fun treat for pets, PUPaccinos are not allowed for puppies in training.
- Give your dog ice cubes directly from the automatic ice dispenser. If it's particularly hot outside and you feel ice cubes will help your dog cool down, put the cubes in their bowl.
- Never give food from your plate EVER!
- When you are at a restaurant or establishment that serves food, check where your dog will be settling and make sure the area is clean of food debris.

GETTING INTO THE GARBAGE

It's a great idea to follow the above rules to prevent your puppy from getting or digging in the garbage. You may also want to invest in a trash bin that has a lid versus one that is always open. Keep in mind that dogs are not selective as to the type of garbage; it's not just kitchen and food trash they find tempting. Facial tissue can be very appealing for a young puppy, so be mindful of all garbage cans in your house. Even more reason to monitor your puppy until he has earned his freedom in the house, as once this habit forms, it can be hard to break. We cannot expect a guide or service dog user to manage a garbage eater.

GETTING ON FURNITURE

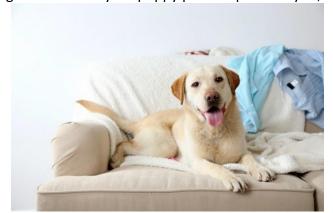
Dogs naturally want to be where you are, but it is important to instill good house manners so that when your puppy is placed with his graduate, he will behave appropriately. Most of the calls we receive from our graduates are not due to guide or service work concerns, but because they are having problems managing poor house manners. This is unfair to the graduate and embarrassing for GDA|TLC!

Using the below techniques will help you ensure the puppy understands he is not to jump on furniture and ensure a peaceful home environment:

• **Get up/Remove Yourself:** If you are sitting on the couch and your dog jumps up with you, quickly stand up and walk away, looking mildly disgusted. Even if your puppy puts his paws on you,

stand up until he stops. There is no need to talk to your puppy, in fact, if you give too much feedback, he may think this is a great way to get your attention during your favorite show.

Remember: any attention, even negative, is better than none at all to your dog.



Reward Good Choices: If your puppy

chooses to sit next to you on the floor, this is a great opportunity to reward him with a ton of praise, pets, and a kibble. While you are teaching your puppy to stay off the couch, having some kibble hidden away is a great idea for when he makes the awesome choice to stay on the ground.

- Consistency is Key: If your pup can jump on the couch with one person, he will think it is OK with all people. Everyone in your household, and everyone that watches your puppy, must have the same rule: GDA|TLC dogs are NEVER allowed on furniture. Period.
- **Provide an Alternative:** Make sure your puppy has an appropriate and comfortable alternative. This can be a rug, dog bed, yoga mat, etc. Give your dog a special chew toy or bone when he is laying on his "spot." If your dog goes to the "spot" on his own, walk over and feed a kibble and praise. This "spot" should be more special than the couch! What's great about this is

that you can then take the "spot" with you when you go other places so that the house manners are transferrable!

- **Interrupt:** If you catch your dog while he is just thinking about being on the couch, redirect him to his "spot" and praise him when he gets there. Interrupting him before he makes the wrong choice is a great opportunity to stop a habit before it starts.
- **Deterrents/Management:** As you give your puppy more freedom, you can put a deterrent on the couch to help prevent bad habits. Placing a chair or large object on the couch can work well. This may prevent your puppy from getting on the couch. In addition, you can see if the deterrent has been an effective tool by noting if it has been moved/shifted when you return. If you notice this, restrict the puppy's freedom, and continue working on house manners. Never use deterrents that could potentially harm or scare your puppy.

If you can't supervise your puppy, make sure you set them up for success by managing the environment or your puppy. Baby gates, X pens, tie downs and crates are all good options.

^{*}Remember- the more a dog practices a behavior, the more it will continue to happen.

YARD ETIQUETTE

In general, a GDA|TLC puppy-in-training should not be left outside, unsupervised, until you are certain he does not indulge in unwanted behaviors such as nuisance barking, digging, or chewing/ingesting inappropriate objects. Realistically, this means you won't be allowing unsupervised yard time until the puppy is at least 10- 12 months, maybe older, depending on the puppy's natural tendencies. GDA|TLC PUPPIES SHOULD NEVER BE LEFT HOME ALONE IN THE BACKYARD, but once proven trustworthy, allowing brief periods of "alone time" in the yard while you are home is a great way to make sure the puppy learns it's okay to be away from his primary caregivers. When you are first testing his trustworthiness in the yard, put the puppy outside but spy on him through a window, so that you can immediately interrupt and redirect unwanted behavior.

The following are a few behaviors to watch out for.

DIGGING

Just like instilling good manners in the house, a lot of the same rules apply for your yard as well. Your puppy should earn his right to be free in your yard. If left unattended, a young puppy will most likely develop the habit of digging, and once started, it can be very hard to break. Prevention is key, and you can't prevent what you don't see! Supervision is key!

The main reasons a puppy will dig in the yard are:

- **Boredom:** Left unattended, often your puppy will get bored, and boredom breeds trouble as your puppy tries to find some way to entertain himself. If you catch your puppy starting to dig, immediately interrupt him with a loud clap and then redirect him to a more appropriate activity like chewing on a toy or playing a game with you.
 - In the same vein, make sure when your puppy is appropriately chewing on his toy or entertaining himself, that you give him praise to make sure he knows he is being a good puppy. This will help reinforce appropriate behavior in the future.
- **To stay cool:** If it is too hot outside, your yard is in full sun, or your puppy has been running around the yard, digging to make a cool spot in the ground is as natural to our dog as us fanning

ourselves off or standing in front of the air conditioner. Our dogs don't dress in layers, so we need to keep in mind that it's up to us to prevent them from overheating. Again, once this becomes a habit, it can be hard to break. Instead, prevent it from the start and bring your puppy inside if it is hot outside!

EATING POOP/COPROPHAGIA

As yucky as poop eating is to us, it is not uncommon in the canine world. However, we want to do everything we can to discourage and prevent our puppies-in-training from learning and practicing this unwanted behavior.

Below are a couple of steps to hopefully curtail your pup from eating poop (his own or others).

- Pick it up! We need to be very diligent about not allowing any free access to feces. Immediately pick up all stool immediately after defecation. Be sure to also pick up after any personal pets too. The yard should be poop free before you let your puppy go play or relieve. You may even need to hose down after you have picked up the poop if your puppy is going after the residue that may be left.
- Relieve your dog on leash: If your puppy is experimenting with eating poop, put him on-leash to relieve. By doing this 100 percent of the time, you can prevent him from turning around and immediately trying to eat his feces. If this seems like a lot of work, remember, it is a temporary management strategy, and will all be worth it once the puppy gives up this habit. If your puppy is eating a resident dog's poop, make sure to relieve the dogs separately so you have time to clean up after the resident dog before letting the puppy-in-training into the yard.

Figuring out how to curb a puppy's poop-eating can sometimes be a matter of trial and error. If the above suggestions aren't helping, please contact the Canine Development Team so we can problem solve further.

Update: 10/1/24

I think dogs are the most amazing creatures; they give unconditional love. For me they are the role model of being alive.

-Gilda Radner

EATING GRASS/PLANTS

All puppies investigate the world with their mouths. This is normal, but we want to make sure they are not ingesting the things they explore. A little bite of grass here and there is not a huge worry, but too much grass is difficult to digest, and many plants can be toxic to animals. In general, we want to prevent the puppies from becoming canine lawnmowers! Here are a few tips:

- Many puppies will eat grass when they have an upset stomach. This can be a side-effect of your puppy ingesting other items that his stomach can't tolerate. Call the Vet Department if your puppy is obsessively eating grass.
- If your puppy is eating/biting at plants and grass in your yard, it could be because he is bored. Make yard time interesting by playing and training together or giving your puppy a bone or interactive toy to enjoy as he relaxes outside. Boredom breeds curiosity in a puppy, and this often leads to trouble! Teach him what he is supposed to do in the backyard, or he may just find his own enrichment my munching on your favorite flower.
- If you give your puppy too much attention when he bites at a shrub or eats grass, this may also teach him that this behavior will get your attention. Make sure you are praising your puppy when he is doing appropriate things in the yard or investigating the yard with his other senses and not his taste buds.
- Encourage the puppy to grab a toy or engage with you when you see him about to eat grass or plants. You will need to go to your puppy and be a part of redirecting him to a more appropriate behavior. Being proactive will prevent a negative situation where you rush over and try to extract grass/debris from his mouth.

• Make sure the toys you offer your puppy have varying textures and sizes. If all the toys are the same, the puppy can become bored with them and discover a new texture and toy in the grass.

SWIMMING POOL

Swimming is a great way to cool off on a hot Southern California day. It's also great exercise. Not all dogs like to swim and it's important not to force the issue. The most important step in teaching a dog to enjoy the pool is to make sure he knows how to safely enter and exit, and that **he's never allowed to jump into the pool from the deck/side**, as that's unsafe for any humans who might be in the pool – especially if they are blind or visually impaired! Puppies should be at least 4 months old before you begin any pool work.

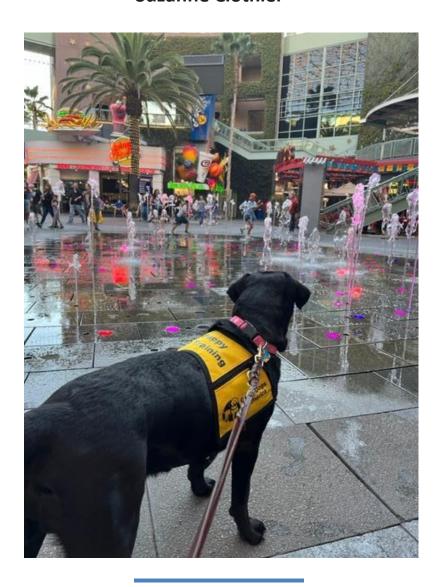
- Someone must be present to supervise your puppy. He should never be left unattended in or around the pool.
- Make the top step of the pool a high-value place by feeding kibble. Teach the puppy to confidently hop in and out of the pool via the top step. This is the first step in teaching safe pool behavior.
- Once the puppy knows how to exit the pool, one person can sit on the step while another
 person carries the puppy out a few feet, aims the puppy toward the steps, and lets him go. The
 person on the steps should offer encouragement and praise as the puppy swims to the steps.
 Practice having the puppy swim to the steps and exit several times, from a variety of locations
 in the pool.
- Teach the puppy to enter the pool only when invited. He must also willingly exit the pool when you ask.
- Do not let the puppy run frantically around the pool when people are swimming. If he's not invited in the pool at that moment, and he can't observe calmly from the deck, he should be crated indoors with a favorite chew bone while the family enjoys the pool.
- Limit pool time to 30 minutes a session. Too much water intake during fetch or swimming can cause diarrhea and vomiting.

- Keep in mind, not all dogs love water. Never force your dog into the pool. If he doesn't like swimming, that's OK -- he doesn't need to learn how, and this is valuable information to share with the graduate in the future.
- If the puppy does enjoy swimming, make sure it doesn't become an obsession, as that can
 potentially distract a working dog from his job when around natural or man-made bodies of
 water.
- If you have multiple dogs who all enjoy swimming, be cautious of how many are swimming at a time and make sure this is manageable by the people monitoring. Pups may not realize they're getting tired as they swim, so provide ample opportunity for breaks. All dogs should readily exit the pool when asked.
- Do not let the pool become an obsession for the puppy.

CHAPTER 8 SOCIALIZATION

"One of the quickest ways to get your dog not to trust you is to keep overriding your dog when he's telling you he does not feel safe."

- Suzanne Clothier



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EARLY SOCIALIZATION

Socialization means giving your puppy careful, positive exposure to all the things he might encounter as an adult dog. It's vital to do this as soon as possible, while your puppy is still in the "critical" or "sensitive" period of socialization. This period starts at about 3 weeks of age and continues to approximately 12 to 14 weeks of age.

Puppies need continued socialization throughout their lives, especially the first year. However, the "critical" or "sensitive" period of determining social relationships happens only once in your dog's life. It is called a "critical" or "sensitive" period because a relatively small amount of change in your puppy's life now, has a tremendous lifelong effect on your dog's future behavior. Socialization now will help your puppy to grow up to be friendly and confident throughout his lifetime.

However, there is a RISK of disease involved when young puppies are exposed to the world at-large before they've been fully vaccinated. GDA|TLC puppies do not get their last set of puppy vaccinations until 16 weeks of age. This is why it is so important when you make the choice to take your puppy out into the world that you really think about where you are going, and with whom you may come in contact. Use common sense and keep your puppy safe by keeping him in areas you know are not frequented by unknown and potentially unvaccinated/unhealthy animals.

CRITICAL PERIODS AND PROPER SOCIALIZATION

As your puppy ages, keep in mind the below stages of development. This may help you understand what is going on in that puppy head, especially on those frustrating days!

Human Socialization Period (7 - 12 Weeks)

The pup has the brain wave of an adult dog. He now can learn simple behavioral responses like sit, stay, and come. Housebreaking begins. He now learns by association. The permanent human/dog bonding begins, and he can accept gentle discipline, but our main goal should be to help him establish confidence.

Fear Impact Period (8 - 11 Weeks)

Try to avoid frightening exposures during this time, since traumatic experiences can have a lasting effect. As you can see, this period overlaps with the previous one, making this stage particularly important. It is very important now to introduce other humans, but he must be closely supervised to minimize adverse conditioning and negative experiences. Learning at this age is permanent. Also, introducing your puppy to other dogs at this time will help him become more socialized.

Seniority Classification Period (13 - 16 Weeks)

This critical period is also known as the "age of cutting" - cutting teeth and cutting apron strings. At this age, the puppy begins showing the confidence he has learned and testing his skills. This is a particularly crucial time to stay consistent with your training and reward good behaviors. Praising for the correct behavior response is the most effective tool. Meaningful praise is highly important to shape positive attitude. Reward/praise what you want repeated and ignore what you want to go away.

Flight Instinct Period (4 - 8 Months)

During this period, puppies test their wings- they will turn a deaf ear when called. This period lasts from a few days to several weeks. It is critical to praise the positive and minimize the negative behavior during this time. This period corresponds to teething periods, and behavioral problems become compounded by the physiological need to chew.

Second Fear Impact Period (6 - 14 Months)

Also called "The Fear of Situations Period," this usually corresponds to growth spurts. Great care must be taken not to reinforce negative behavior. Force can frighten the dog. Conversely, too much soothing when a puppy is afraid can serve to reinforce the object or situation is scary. His fear should be handled with a balance of patience and kindness. Using the training previously learned during this period puts the dog in a position of success. Allowing him to work things out and make good choices encourages his self-confidence. Our puppies will begin to learn about consequences – either positive or negative depending on their actions in this period as well.

Maturity (1 - 4 years)

The average dog develops to full maturity between 1.5 and 3 years of age. This is when consequences are key. If your puppy complies with your request, he will continue to get praise and/or rewards. If he makes the wrong choices, he will learn through timeouts and other techniques that those behaviors are not acceptable. If you have been diligent with your training and rewards up to this point, consequences will likely be few and far between.

Each puppy is an individual and maturity levels can vary greatly. Our goal in each stage is to support our puppy and be observant to his needs. It's important to keep in mind that dogs don't do things to spite us or make us angry. "Stubborn" isn't a word we should use for our puppy in training. Instead, think about how you can better communicate with your puppy and advocate for his needs to help him be successful. Often when you think your puppy is being stubborn, it is because your puppy does not completely understand what you expect of him. When a puppy truly understands what's expected and understands how to earn our praise and other rewards, nine out of 10 times they are happy to comply! Always remember to reward the puppy every time he does as you ask, as rewards are what let the puppy know he's on the right track! Rewards can be food, toys, praise or touch. It's completely normal for a puppy to be great at certain skills at home or in other calm, familiar places, but then struggle to perform in new locations and around distractions. THIS IS NORMAL! All it means is we need to manage our expectations and make a point to practice and help the puppy be successful under these conditions – training!

Since each puppy is an individual, it's important we realize how the puppy at the end of **OUR** leash responds to the world and its potential stressors.

Sometimes a puppy fails to respond correctly because he is stressed by or worried about the environment. By recognizing when our puppy needs some extra support, we can help him build confidence and learn coping skills. The following section details some of the signs our puppy may show when they are aroused or stressed. However, make sure you contact the Canine Development Team if you are struggling with your puppy, or you aren't sure if what you are seeing is normal.



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RECOGNIZING STRESS/CALMING SIGNALS

Calming signals, sometimes called stress signals, are all part of a dog's non-verbal communication. Through these signals, dogs can calm themselves and other dogs. By learning these signals, we will increase our ability to communicate with our dogs and assist them in coping with their environment. While the occasional calming signal is a sign of healthy coping, seeing multiple calming signals in a short amount of time is a sign that your puppy is overwhelmed and needs a change of environment.

Some examples are:

- A shake-off after the puppy vest comes off or just after it is put on.
- A yawn shortly after you have asked your puppy for a cue in a stimulating environment (i.e. down/stay at the mall).
- Lip licking as a loud object is approaching (i.e., screaming kid, garbage truck, etc.).
- Stretching just as you take out the leash or the vest.

Again, some calming signals serve as a way for your puppy to cope with their environment and are encouraged as long as they are not in clusters (several in a short amount of time) or are happening with some of the stress signals mentioned below (shaking, moving away, balking, etc.).

Always be mindful of the following behaviors in your puppy, as they can indicate the puppy is experiencing varying degrees of distress.

MOVING SLOWLY

This is an exaggerated slow motion used by dogs to try and calm a stressful situation. This slow-motion movement can be toward or away from the object they are uncertain about. Many puppies will do this when they are unsure of an object or sound. If your puppy is still interested in investigating, give him verbal encouragement as he moves toward the item, but do not force him by pushing or pulling him toward it.

SNIFFING

When dogs are uncomfortable, they will often sniff a small area on the ground, or another surface, for a long period of time or in a quick staccato motion. If your puppy is suddenly fixated on sniffing the ground or floor, there's a good chance the puppy is concerned about something in the environment or something about the situation. Many times, the dog will side-stare toward the item, so watch where the eyes are pointing to help you discover the area of concern.

• SCRATCHING EXCESSIVELY

Uncomfortable dogs will also sit and scratch themselves as if they have an itch. Usually, the scratching occurs at the neck.

• LIP LICKING

This is a small, quick flick of the tongue that can accompany other signals. It is seen when dogs are anxious about something and is often used as an appearement gesture. Of course, if your dog has just finished eating, lip licking is normal. Excessive lip licking means your dog is stressed but mild lip licking may mean your dog is uncomfortable but still processing his environment. This is a great time to offer some verbal encouragement or ask for an easy obedience behavior.

BLINKING, AVERTING EYES

Dogs who do not want to appear threatening will avoid eye contact and blink softly. Many times, your puppy may continue to look briefly at the object or person of concern, then blink and/or look away. Give your puppy time to investigate on his own(if he wants to), offering calm praise. You can also create some distance from the item/object/situation if you know the cause for concern and allow your puppy to observe from afar.

WHALE EYE

A dog who shows the whites of his eyes and side-stares at an object is feeling stressed by/about the object. They want to keep the stressful item in view, but also want to be appeasing and non-threatening. If you see the whites of your pup's eyes, you will often also see other calming signals. Create distance and give your puppy time to reset. Do not force a whale-eyed puppy to "get over it" and confront the source of his stress.

TURNING AWAY

An anxious dog will often turn his head or body away from what is causing him stress. Sometimes your dog may re-engage with the item, but it is important not to force him. A puppy in training at an event, may choose to lie facing away from all the action. This should be your sign that your puppy has had enough and needs time to rest and regroup in a quieter environment.

YAWNING

Dogs will yawn to reduce their stress and help calm the situation around them. It is often seen in

training when the dog is nearing the end of their energy to learn. Yawning alone does not mean you should stop the activity, but it should be a signal to you to pay closer attention for any additional calming or stress signals.

STRETCHING

When you see stretching in a dog (who has not just awoken from a nap), it is likely

These signals are critical points for us to be aware of. If we don't react and advocate for our dog when these behaviors are displayed, our dog learns not to trust us. If our puppy is repeatedly put in situations that are stressful without proper encouragement or desensitization, it will have lasting effects.

a calming signal to de-stress. It is often seen after a mildly stressful event. Stretching can be a good sign that your dog is dealing with the stress in a healthy manner, but if the stretch is accompanied by several other calming signals, it might mean the surroundings are too much for the dog.

• 'SHAKING OFF' (shaking whole body)

This is the same thing dogs do when they are wet and want to dry off. When you see this on a dog who is already dry, it is a calming signal. It is almost like the dog is getting rid of the excess energy that has built up during a mildly stressful event. Seeing a shake-off is a good sign the dog is coping well with the situation. However, multiple shake-offs in a short period of time can mean the dog needs a break from that situation.

URINATING OR DEFECATING

Dogs under stress will often urinate or defecate more than usual. In cases of extreme fear, dogs will submissively urinate with a lowered body posture. (Excitement urination is similar, but the puppy's

body is very loose and squiggly.) Both urination and defecation can also come from extreme excitement as well as fear.

EXPOSING ABDOMEN (Sometimes referred to as "tapping out"

This very often is confused with a dog asking for a belly rub, which is only seen in relaxed dogs. Fearful dogs will actually "tap out," which means they have done everything they can do to defuse the situation, so now the only thing left is to show the most vulnerable part of themselves – their delicate underbelly. They typically do not expose all their genitals and will have part of their leg covering their stomach (unlike a dog that is wanting a belly rub). It might look cute, but this behavior means the dog is way over threshold and is asking for help.

TAKING TREATS ROUGHLY

If you notice that your dog is suddenly taking treats rougher than usual, or taking treats without thinking about chewing, he may be feeling overwhelmed by the environment. While the treats are still valuable enough to eat, the dog is not focused on "working" for the reward and doesn't pair the treat with a behavior. Creating distance and moving to a calmer environment is required.

• REFUSING TREATS

A dog who feels threatened or overwhelmed by the surroundings will often stop taking treats. If your puppy usually takes treats and suddenly stops, you need to consider his emotional state and adjust the situation. This will put the puppy in a better position to learn.

PULLING ON LEASH

This could be pulling to get away from something or pulling to move closer to something. Often, if a dog is overly aroused, he will begin to pull more on the leash and not respond to any feedback from

If you see multiple calming or stress signals, it is important that you take the dog out of the situation and move him to a calmer environment. By doing this, you are demonstrating that you understand his needs and this will help him be more confident and able to cope in future similar situations.

the handler. This is different from a dog who pulls because he's still learning how to walk on a loose leash. Distressed pulling looks and feels frantic.

PANTING

While some panting could just mean your dog is warm or is physically exerting himself, panting in cool weather or in the absence of physical activity can indicate stress. Any panting that is out of context (not due to activity or heat) should be noted.

• TAIL TUCKED / LOW

A low or tucked tail is a sign your dog is trying to make himself small and protect his genital area from a threat. This is often accompanied by a lowered posture and other stress signals. The tail may still be wagging (usually a quick small wag) in appeasement. If your dog has a tucked tail, it is important to get him out of the situation and progress to similar environments more slowly in the future. This is a fear-based response and pushing a dog through the situation will only make him more fearful.

PAWING UP

If your puppy suddenly starts pawing up on you, take note of your surroundings. Your puppy is seeking reassurance from you and telling you he is overwhelmed by the environment. It will be different from an excited greeting in that it is persistent and usually accompanied by other stress signals like panting or whining.

WHINING

Some whining in puppies is normal but is usually a sign that they are unsure and need your encouragement to acclimate to their surroundings. If you notice your puppy tends to whine while he is in a "stay," he may be having problems settling/relaxing. You can ask for this cue in a quieter and more familiar environment first. Also, make sure you are rewarding your puppy when he is not whining (versus admonishing them with "Sush!" or "Quiet!" when they whine).

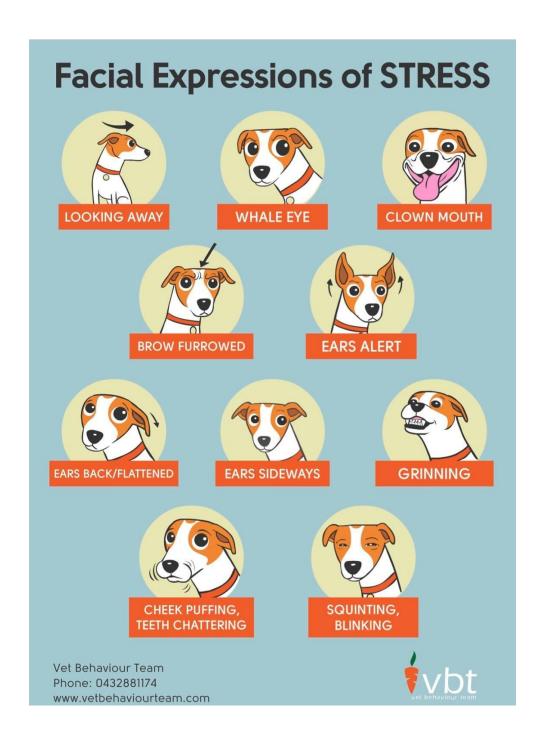
ACTIVATION

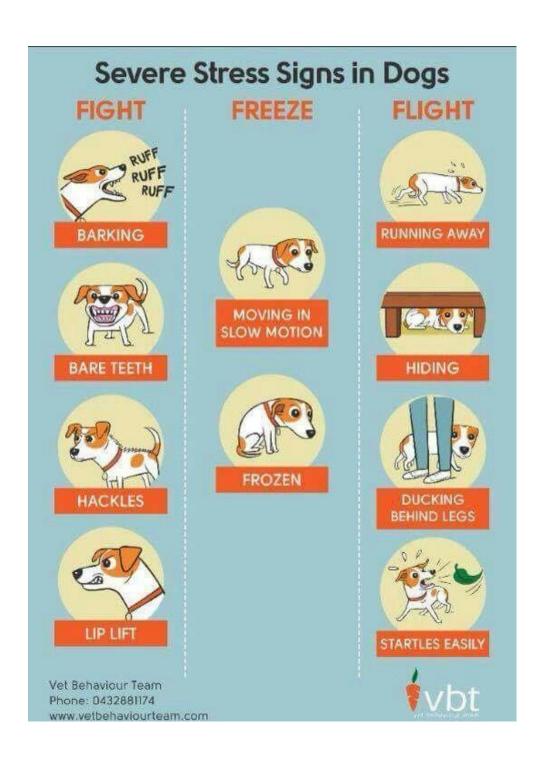
When feeling conflicted, stressed, or overwhelmed, some dogs will exhibit quick bursts of energy through unwanted behaviors. They may suddenly lunge forward or attempt to jump up on you. During this state of mind, dogs have difficulty responding to their name or following directions.

INHIBITION

An inhibited dog may become avoidant, slow to respond and lack the ability to cope with the current situation. Their movements may become increasingly slow, even freezing in one place.







APPROPRIATE PLACES TO TAKE YOUR PUPPY

The following pages are guidelines for where you might take your puppy to socialize him. Please remember that each puppy is an individual. One puppy may be able to quickly adapt to new situations while another might need more time to adjust. Socialization is a slow-and-steady journey, not a race! If you notice any signs of stress, please contact the Canine Development Team for assistance. Especially in the early stages of development, a negative experience can have a devastating and lasting effect on a puppy.

8-12 WEEKS OF AGE

During the first few weeks, your puppy will spend <u>most</u> of the time at home. This is time for your puppy to get adjusted to his new surroundings, new voices, new people, new way of eating, a new place to sleep, a new place to "get busy," and wearing a collar with tags. As you can see, your puppy has a lot to learn in his first few weeks and it is important that we don't overwhelm them. Your puppy is not fully vaccinated and is at risk for a variety of diseases. For this reason, except for limited exposures (see below), your puppy should remain at home.

Even though you cannot take your puppy out to many places, there are activities and training exercises you can start at home. Refer to Chapter 3 of this guide for ideas about socialization in the first few weeks.

As far as exercise goes, remember that your puppy is still growing and any physical exercise should be in short durations, just like the obedience training!

Here are some things you can expose your puppy to around the house:

- Different surfaces
- Different household objects
- Different locations of the house
- Different people and walking gaits
- Different sounds

Here are some safe places and things you can be doing with your puppy:

- GDA|TLC When coming to <u>GDA|TLC campus ONLY</u> for medical appointments, your puppy can
 walk from the parking lot to the kennel lobby, however, please avoid any soft surfaces around
 campus (grass, dirt, bark, etc.)
 - If you need to relieve your puppy, there is a puppy relieving area to the left of the entrance to the lobby, In the fenced in run.
- Your puppy kindergarten class As with the meeting, carry the puppy into the class location to avoid the parking lot.
- Your place of employment Treat your office as an extension of your home and plan accordingly. You will need a safe area for the puppy to relieve and a plan for managing exposure to other people and other dogs (if applicable). If you need to immediately begin taking the puppy to work, please discuss this ahead of time with the Puppy Department and/or Canine Development.
- **To visit friends and family** If they have pets, make sure they are vaccinated and well-socialized.
- To visit other GDA|TLC puppy raisers Don't forget to work on training while you are there
 and keep a close eye on your puppy, so he doesn't get into trouble. If there is another
 GDA|TLC dog at the puppy raiser's home, do not allow the dogs to play when on-leash.
 Contact Canine Development for suggestions on how to introduce the puppy to other dogs and
 tips on keeping off-leash play safe and enjoyable for the impressionable puppy.
- Go for a short car ride.

We encourage everyone to use their imaginations; find ways to do different things in your own home and backyard. The restriction of taking your puppy out is not forever, and you will have many opportunities to expose your puppy to the world once he is fully vaccinated.

12-16 WEEKS OF AGE

Your puppy is still not fully vaccinated at this age, so it is critical to make the right choices for exposure and socialization. After your puppy receives the 12-week vaccine, you may start to give your puppy a bit more exposure, keeping him safe from places where unknown pets have soiled or high traffic areas of other dogs.

Be mindful of how much exercise you provide a young puppy. The puppy is growing rapidly, and too much exercise can be harmful. Yes, "a tired puppy is a good puppy," but exercising to the point of exhaustion or near exhaustion, is not the best plan. Watch the puppy for signs he's getting tired. Throughout your time with the puppy, avoid endurance-based exercise such as running, jogging or biking with the puppy, as this type of exercise is especially hard on growing joints. Regular walks on leash and, if available, opportunities to play off-leash in a fenced area are sufficient.

You can attend these places with your puppy at this time:

- **GDA|TLC** When coming to **GDA|TLC** campus **ONLY** for medical appointments, your puppy can walk from the parking lot to the kennel lobby, however, please avoid any soft surfaces around campus (grass, dirt, bark, etc.)
 - If you need to relieve your puppy, there is a puppy relieving area to the left of the entrance to the lobby. In the fenced in run.
- Your monthly meeting Your puppy can walk into the monthly meeting location, but please avoid any soft surfaces (grass, bark, dirt, etc.)



- A short neighborhood walk Keep the puppy on pavement and avoid letting him loiter in areas where other animals are likely to have soiled. When not hot, introduce your puppy to different surfaces such as metal grates and allow them to explore novel objects. Be mindful to not greet other dogs while on leash.
- Visit the bank or post office Great place to do a greeting with another person.
- The small city library A quiet place to practice settling at your feet or walking around.

- Quick trips to the grocery store This is training a exercise, not a grocery shopping expedition. Carry the puppy into the market if you are around other pet friendly stores, otherwise they can walk the parking lot into the store. Once inside, let him explore while on a loose leash. Practice a few cues along with loose leash walking. The whole experience should take 15-20 minutes at the most. Be sure to leave before your puppy is over-stimulated. The puppy will likely need to eliminate again after only a short time in the store, so be mindful of this and be sure to end the training experience before an "accident."
- **Doctor appointments where you are not the patient** this is a great place to work on settling in a new environment. Your focus should be fully on the puppy, so do not bring the puppy if you are being examined.
- Fast casual restaurants Think about restaurants where you can walk up and order food, sit down and settle with your puppy while eating, but also could leave if your puppy is struggling. Keep it short and ideally go during non-rush hours. A booth is a nice place to sit if it is an option, as it limits your puppies' view of people and distractions nearby. Be sure to practice tie-down work at home with your puppy, so they understand how to settle.
- Outdoor events with light crowds An example of this is a young kid's sporting event where it is low key, you can sit away from the crowds/noise, but still socialize your puppy to things. Carry them to an appropriate area to settle. Bring a blanket if you are on grass as your puppy should still not be walking around where other dogs might have soiled (aka grass, DG, or bark). Be sure to have an appropriate place to relieve them in mind before going.
 - Another idea that is appropriate would be a small crafts fair or farmer's market. Where
 there is a very small crowd and not too much noise or distraction. Finding a place to sit
 and allowing your puppy to take it all in would be best.



PLACES YOU SHOULD NOT TAKE AN UNDER-VACCINATED PUPPY:

- Parks of any kind (GDA|TLC dogs are NEVER to visit an off-leash dog park or dog beach) Areas
 where a high volume of dogs urinate or defecate (like the designated potty area in an apartment
 complex)
- Areas where assorted wildlife is common
- Pet food stores
- Graduation at GDA|TLC. Dogs should be fully vaccinated before attending graduation.

If you are not sure about what is safe for the puppy at this age, please contact the Canine Development team for advice.

4-6 MONTHS OF AGE

Finally, your puppy is vaccinated! However, this doesn't mean you should thrust him into the world at large. Too much too soon can hinder rather than help your socialization goals. Remember, your puppy needs time to let new experiences sink in. A good rule of thumb at this age is every new experience should be followed by a familiar one.

Even though the puppy may seem to have a lot of energy at this age, physical exercise should still be lower impact and not involve a lot of jumping or running.

Appropriate places and things to do:

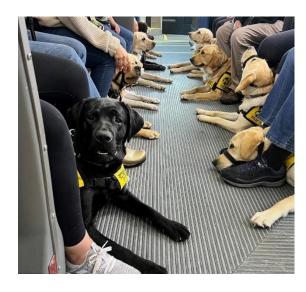
- Longer walks- think about getting new traffic exposure (traffic levels of about 25mph-40mph are appropriate. Traffic flow/noise should be light with about two lanes of movement).
- Outdoor events with small crowds
- Restaurants
- Shopping centers and malls (during quieter hours) DO NOT
 RIDE THE ESCALATOR!!



- Local downtown areas (during less busy times)
- Obedience class
- GDA|TLC age-appropriate events
- Low-Key Indoor events
- Dentist office, PT or Chiropractors (non-patient)
- City Parks
- Mini Golf
- Indoor mall during quiet hours (remember, escalators are NOT approved, but you can practice in the elevator).
- Larger box stores; Home Depot or Lowes Be mindful of the forklifts or people dropping heavy lumber. Loud noises can be frightening for a younger puppy, so work in quieter areas.

7-9 MONTHS OF AGE

- Neighborhood walks with new sights and smells (think about areas with higher traffic flows)
- Costco
- Large Shopping Center during busier hours
- Movie theater
- Public transportation which only includes Bus/train/subway ride (airplane or ferries with approval only)
- Public walking paths / pedestrian shopping areas
- Any Medical/Dental appointments
- Low-key downtown areas
- Museums



- Arcades or Family Fun Centers
- Moderately busy outdoor and indoor events
- Beach or walks near water (not at a dog beach)

10 + MONTHS OF AGE

By this age, you should know your puppy's likes and dislikes. This includes recognizing your puppies' stress signals and knowing when need a break. Remember to contact the Canine Development Team if you are unsure of any situations or experiences.

- All the places mentioned earlier
- Large crowd events
- Vacations (See Chapter 8 regarding traveling with your puppy in training)
- Downtown Disney or Universal City Walk
- Major Urban Cities



1 YEAR OLD+ & PLACES THAT REQUIRE APPROVAL!!

If you are not sure about safe options on where to take your puppy, please call the Puppy or Canine Development Department and we will advise you. The following are places that require approval from the Puppy or Canine Development Department prior to attending. This is an opportunity to discuss not only your puppy's temperament but also the pros and cons of your request. Remember, these areas are not off-limits for all the puppies in the program. However, we must consider whether the activity will add to the dog's training or if it will hinder or negatively affect the dog.

- Large indoor concerts or large arena sporting events with over 1,000 people
- Plane and boat/ferry trips
- Disneyland/Theme Parks (should not go on rides)

PLACES/ACTIVITIES THAT ARE OFF LIMITS!!

- Off-leash dog parks or dog beaches
- Dog walkers or sitters that are not affiliated with GDA|TLC
- Zoos
- Being off leash in any area that is not completely secure (dog beaches, campgrounds, your unfenced front yard, etc.) Always hold the leash for photos.
- Animal shelters
- Events with firework displays/shows. Be mindful of sporting events or concerts that might include fireworks display at the end of the evening or during a game
- Professional grooming salons
- Escalators, moving sidewalks and revolving doors
- Riding in bicycle carriers or grocery carts
- NASCAR and Air Shows

- Putting your dog in booties
- Running: No forced or high-impact exercise (No running next to a bicycle). A puppy's
 joints are not fully mature until they are around 2 years of age, and running, especially
 high-impact or long-distance running can be harmful to the puppy's structural
 development.

Socialization Steps

This socialization graph is a general guideline that considers both the average puppy and the environment of an outing. Not every puppy and puppy raiser team are the same. If you have questions or would like for Canine Development to "authorize" an outing or give an exception, please contact a Canine Development staff member. These requests need to be given with 5-7 days' notice.

Please note: Permission is required for each event, i.e., being authorized for one professional baseball game does not mean you and your puppy are authorized for another one.

Situations listed as "never" will not be granted exceptions by Canine Development. Most of these areas are off-limits for the safety of our dogs and by extension, puppy raisers.

Socialization Chart



Ten □er Loving Canines

Steps to a Well-Socialized **Service Puppy**

Every puppy develops at a different rate. Please check with your Area Leader or Canine Development for guidance on appropriate outings for growing puppies. See the manual for more information.

CD approval

Out of State Travel Plane or Boat Travel **Amusement Parks** Large Sporting Events

Major Urban City 9mos-

> **Downtown Disney** 1yr Universal City Walk

> > Low-key Downtown Public

Transportation Large shopping

6moscenters Ice/Skating rinks Skateboard Box stores 9mos

Movie theaters Parks

A uarium Large parades

Moderate traffic flow Library 4mos-City Parks Public beaches

Restaurants Bus stops (sit and Indoor Mall watch) 6mos Moderate crowds Bowling alley

Small towns Small parades

CVS/Walgreens 12-16

Post Office Bank Grocery stores

Fast casual restaurants Outdoor shopping centers

People- Diverse as possible:

vvks

all ages costumes

disabilities · hats or helmets

odd gaits · beards Animals:

Open stairs

Skateboards

Power equipment

Elevators

Bicycles

· adult dogs (calm, friendly and vaccinated)

· cats/kittens

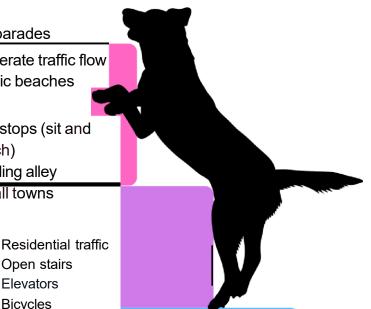
Car Rides

Fans Different flooring

Household stairs

Never: **Escalators**

Dog Park/Beach Zoo/Wildlife parks Moving sidewalks **Fireworkdisplays** Amusement Park rides Air Shows/NASCAR



'Nks

• big, looming • glasses

• loud

• uniformed

gloves

• umbrellas

small pets

• birds

livestock

Flags/tarps blowing Safe friends homes Household appliances

RESTAURANT MANNERS

Before you start taking your puppy to a restaurant, it is important to teach him what to do and how to behave in such a place. Your puppy should be trained to go under the table and lie quietly at your feet. He should not lick the underside of the table, the floor, or the base of the chairs or booth. He should walk calmly into the restaurant and ignore patrons along the way.

Your puppy should be out of the way of people and servers and should have all his extremities protected (tail and all 4 paws). Puppies should never be allowed to lie in the aisle or walkways. If you are seated somewhere where you are unable to get your puppy under the table, ask for a different table or booth. The goal is for the puppy to go unnoticed—because he's so well behaved!

STARTING AT HOME

- Start at home. When you sit down to eat, have your puppy on-leash, and put him under the table to lie down while you eat.
- In the beginning, try this for short sessions, maybe sitting down for a snack or coffee, and eventually working up to longer durations.
- When <u>first</u> teaching this behavior, it's okay to give the puppy a chew bone or a stuffed KONG with a little kibble so he has something to occupy his time. It will be helpful to offer this pacifier for a short time and then remove it. 5 minutes with and 5 minutes without and so on.
- Practice often. Even though you may not typically sit at a dining table to eat, try to
 schedule times where you do. This should be taught at home before taking the skill "on
 the road" and expecting the puppy to calmly lie under a table in public. With practice and
 repetition, your puppy will learn to lie quietly under a variety of tables.

GOING OUT

- Before going into a restaurant, make sure you relieve your puppy before going inside.
- When your puppy is young, it's OK to bring a chew bone to help him settle in public. However, by the time he is 6 months old, he should be able to settle under the table without a "pacifier."
- Make your first trip to a restaurant short and positive. Perhaps just a cup of coffee or tea, then leave. As your puppy grows, you can increase the duration.

A cue that is helpful for dining at restaurants, as well as anytime you are in a chair or bench and need to keep your puppy protected, is the "close" cue. You will learn this cue in your puppy kindergarten class.

SOCIALIZATION WITH OTHER PUPPIES/DOGS

Your puppy also needs to have positive exposures to other dogs throughout his time with you. The puppy does not always need to directly interact with other dogs for it to count as socialization. Simply having the opportunity to observe and be around other dogs helps the puppy better understand the world around him. Your puppy will see plenty of other GDA | TLC dogs at monthly meetings and events, and whenever you happen to be on campus.

*REMEMBER: WHEN THE PUPPY IS ON-LEASH, HE SHOULD NOT INTERACT WITH OTHER DOGS.

When your puppy starts boarding at GDA|TLC, he will play with a roommate and enjoy time in "community" where he will play with many other GDA|TLC dogs.

You can also create additional opportunities for dog-to-dog socialization via play dates at your home (if you have a safe secure play space) or the home of a fellow puppy raiser. Play dates with non-GDA|TLC dogs are allowed so long as you know the dogs well and know they are healthy and appropriate with other dogs. One bad experience can have a lasting effect on our puppy's future attitude towards other dogs.

A play date should not be a free for all! Closely monitor the situation to create a positive experience for your puppy, and make sure the dog your puppy is playing with is a good match.

Here are some suggestions for off-leash play:

- Pick the right playmate. Consider your dog's age, size and play style when looking at potential playmates. Do not assume that all dogs "get along".
- Develop friendships with other puppy raisers and other adults who have dogs not only puppies, but friendly adult dogs, who will teach your pup how to be polite.

- Before the "playtime" begins, practice with settling at your feet. Be sure to put enough distance between dogs so they can be successful. Once they have relaxed, take them off leash and give them the "OK" to play.
- Be mindful of opposite-sex pairings when dogs are intact. Once dogs are 6-7 months old, dogs of the opposite sex should only play off-leash together when at least one of the dogs has been spayed or neutered. Intact same-sex pairings are generally OK so long as temperaments/personalities are a good match.
- Puppies need to learn that good manners are necessary even when exciting things are going on.
 They should begin to learn how to sit still when you ask and come when they're called even when playing with other dogs.
- The relationship you have with your puppy should override the relationship he has with other puppies. Your puppy should learn that you are the source of all good things, including opportunities to play with other puppies.
- One of the main rules we should always follow with our puppies is that they do not play or
 greet other dogs while on-leash. When we are holding the leash, the puppy should remain
 focused and connected with the handler. Think about how important this is when the dog is
 paired with a blind partner or a partner with another disability. That is why it is SO important
 that, starting at a young age, we not allow on-leash greetings with other dogs.

When you do have a play date, please be sure to supervise and actively participate in the experience. Obviously, be sure none of the dogs are physically hurting one another but also watch for intimidating behaviors that could frighten your pup. If you are unsure if your pup is gaining a positive experience from meeting a certain dog, remove the more intimidating puppy from the play and see what your puppy does. If he heads in the other direction, he is telling you he isn't having a good time. If he runs to engage more, allow the play to go on for a bit longer but keep a close eye on the play and make sure to allow for breaks in the play.

Throughout the play, step in and ask both dogs to take a break. Test their ability to engage their "thinking brains" over their "play brains" by asking them to "sit." If they can't perform a simple

behavior, they are quite over-stimulated and would benefit from a longer break from the exciting play. Throughout the play, we want the dogs to maintain the ability to make good choices.

If you are ever unsure, end the play before it turns into a bad experience.

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SOCIALIZATION WITH PEOPLE

Your puppy will most likely attract the attention of many people when you're out together. It is okay for people to pet your puppy; however, your puppy should remain calm with all four feet on the ground and not mouthing you or the other people. It is also important that the handler maintains a loose leash and does not manhandle the puppy. If your puppy is unable to greet in this manner, remove them from the situation and ask the public not to engage with them.

- When your puppy is young, he may still be very mouthy. You may need to increase rate of reward to help your puppy focus on you and not the greeter's hands.
- It is okay to politely decline someone's request to pet the puppy and try again another day.
- As your puppy grows, you will sometimes purposefully decline requests for petting/avoid letting your puppy visit with people. The puppy should not grow up to expect interaction with everyone he sees along the way.
- Remember that if your puppy is allowed to jump on or mouth you or your family, they will think
 everyone is fair game. It is important that everyone be on the same page regarding what is and isn't
 allowed. If you are consistent with expectations, the puppy will soon learn how to remain calm
 around people.
- As a guide or service dog, your puppy will need to walk past people without any interaction yet still be aware of their presence.
- You will practice techniques for greeting people in your Puppy Kindergarten classes.
 - Use paw pad so the puppy holds their position
 - Reward your puppy when they are calm
 - Ask for a "sit" before the puppy is greeted
 - Explain to greeter what you are working on and what to do if the puppy gets too excited

SOCIALIZATION WITH YOUNG CHILDREN

- Young children (10 and under) and puppies should not be together unsupervised. No exceptions.
- Children don't know what hurts or scares puppies. If you don't protect your puppy from children, you'll be forcing your puppy to protect himself. All puppies/dogs have teeth.
- Puppies may be more tolerant than they will be as adolescents or adults. Be aware that even though your 5-month-old puppy tolerates certain types of behavior from children now, he may not always.
- Do not let children sit or lie on the puppy. Similarly, do not let children crawl into the crate with the puppy.
- Teach children the right way to approach and pet your puppy. They should be kind and gentle to your puppy. It's up to you to show them how. Teach them to pet your puppy on the chest and along their back, rather than engaging the puppy's face and head.
- Involve children in the training of your puppy as soon as they are able but supervise closely. Children tend to go to extremes with their cues, repeat cues, and don't always follow through, so your puppy may learn to ignore cues.
- Don't let kids carry your puppy. Puppies can develop a real aversion to being grabbed, squeezed, smooshed, and carried by well-meaning children, and it may elicit defensive aggression from the puppy as he matures.
- Don't let your puppy play chase games with children in which the puppy chases the kids (or the kids chase the puppy). Running, giggling, and screaming kids are overly exciting for most puppies, which may cause your puppy to behave inappropriately. (Supervised "come" games where the child stops as the puppy approaches are fine if the puppy isn't using his mouth when he gets to the child.)
- Teach children to play appropriately with your puppy. Hide and seek, catch, fetch, or simple
 agility exercises can all be good games for children to play with puppies. Limit the amount of
 time the kids and puppy are allowed to play, as they can both get carried away, if left together
 for long periods. It also helps to have your puppy burn off a little energy before playing with
 children.

• If you are unable to directly supervise interactions between puppies and young children, use a management strategy to prevent the rehearsal of unwanted behavior from either species!



CHAPTER 9 GDA | TLC SPECIFICS



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GDA | TLC PUPPY VEST

You will be given a yellow Puppy-In-Training vest when you receive your puppy at pick up. The puppy was first introduced to wearing a training vest while in Preschool, but it's important we continue building a positive association to the new puppy vest. During puppy kindergarten, you will learn to teach your puppy the "get dressed" cue.

When the puppy outgrows the small vest, you will trade it in for a larger size. This typically happens at around 6 months of age. Please contact the Puppy Department to arrange for a larger vest. Your puppy vest should be kept clean and in good condition. Please do not sew or add anything to your pup's vest. Do not leave the vest where it can be chewed by the puppy. And, it probably goes without saying, but do not ever use the GDA|TLC vest on a non-GDA|TLC puppy-in-training.

Your puppy should wear his vest when out in public places. It is not required for your puppy to have his vest on every time you are out of the house, but you will want to create a good balance. Every time you are in a public building or non-dog-friendly area, your puppy should be in-vest.

These vests belong to Guide Dogs of America | Tender Loving Canines. If your vest is lost or stolen, please contact the Puppy Department immediately.

If your puppy is "career changed" before returning to campus for formal training, you will need to return the vest to GDA|TLC. When your puppy comes in for formal training, you'll be required to return the vest.

It is important to remove your puppy's vest every time you try to relieve your puppy.

GDA|TLC puppies should never be given the opportunity to relieve invest. If your puppy starts to relieve while wearing the vest, don't panic, yell or scream. Just calmly reach

down and try to remove it. This may cause your puppy to stop relieving, so be sure to give him ample time to finish "getting busy" after you've removed the vest. Be aware of your puppy's body language, and if you start to see signs that he needs to relieve, remove the vest sooner rather than later. Remember to create an environment where your puppy is right, not wrong.

CARE AND CLEANING OF THE PUPPY VEST

When the vest gets dirty, please wash it in cold water with a mild detergent and hang it out to dry. Handwashing is recommended. If you machine wash the vest, please buckle the straps so they do not tangle, and use a zippered, mesh laundry bag to further protect the vest in the washing machine. The vest identifies you as part of Guide Dogs of America | Tender Loving Canines and we want to make a good impression no matter where we go. If you are unsure about the appearance of your training vest, please contact the Puppy Department.

"Dogs do **speak**, but only to those who know how to **listen**. "

- Orhan Pamuk



PUPPY SITTING

If your puppy is under 6 months of age, and you need a puppy sitter, follow the guidelines below to locate an approved puppy sitter. You can also find the formal guidelines in the Appendix of this guide.

As you attend monthly meetings, try to get to know fellow raisers, as they are the people you will turn to for puppy sitting. If you're new to the group, or aren't sure who to ask, consult your area leader for suggestions. Once you've secured an appropriate puppy sitter, email Canine Development and your area leader so we know who is caring for your puppy (and when) in your absence.

PUPPY SITTER REQUIREMENTS

Must be an approved GDA puppy raiser/sitter.	
Must be up to date on current training and protocols (outlined on Canine Development Website)	
Will not have more than four dogs in their home at one time.	
Will be able to attend Puppy Kindergarten class with the puppy, if needed.	

WHEN TO USE A PUPPY SITTER?

Puppies-in-training can and should be left home alone for short periods of time. When given a chance to eliminate first, and when properly confined to a crate, a young puppy can hold its bladder approximately one hour per month of age (up to 4 months). Creating opportunities for the puppy to be left home alone for short periods is a crucial step in avoiding separation distress. (On a similar note, be sure to practice teaching your puppy it's OK to be crated or tethered, away from you when you're at home, too!).

Please refer to Chapter 7 of this guide for information regarding time left alone and age of your puppy to see if a puppy sitter is necessary. Keep in mind that, other than at night when sleeping, GDA|TLC puppies should not be left alone in a crate longer than four hours at a time.

If you'll be away from home longer than four hours and cannot take the puppy, either ask a member of your raiser group to stop by your home to relieve the puppy and offer a mid-day break from the crate or arrange for your puppy to be cared for by a puppy sitter using the guidelines above. Because socializing a guide/service dog puppy is so important; if you have a life-changing circumstance that requires you to leave your puppy home alone on a regular basis, you should contact the Puppy Department for guidance. Professional dog walkers or sitters are not approved by GDA|TLC.

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WHEN SEEKING A PUPPY SITTER

- Remember to plan ahead as much as possible and secure puppy sitters early, especially during
 high-demand times such as the holiday season and during the summer months. In an emergency,
 please notify the puppy department, your canine development member and your area leader so
 we can work together to secure a puppy sitter as soon as possible.
- If you are currently working through an ongoing behavioral issue with your puppy, please consult Canine Development for recommendations regarding puppy sitters and share relevant information with the puppy sitter.
- If your puppy is in the care of a sitter on a Puppy Kindergarten class night, look for a sitter willing to attend class with the puppy on your behalf. (You'll still need to make up the session you missed for your own learning, but at least your puppy will have continuity in his early group training.)
- If your puppy is in the care of a fellow raiser on the 1st of the month, when medication is due, be sure to bring medication with you and alert the puppy sitter.
- Supply adequate food along with feeding instructions, a bowl, crate (if needed), etc.
- Confirm the puppy sitter is familiar with GDA | TLC's after-hours emergency phone number.
- Take care not to abuse a fellow raiser's willingness to puppysit. Get to know several raisers and sitters in your group so you can recruit different puppy sitters, as needed. This provides better socialization experiences for your puppy as well.
- When picking up your puppy, remind the sitter to complete a Puppy Sitting Report, even if the
 sitting assignment was only a few hours in duration. It's helpful for the Canine Development Team
 to know how the puppy handled the experience, responded to cues given by a different handler,
 etc. You can click on this link: <u>Puppy Sitting Report</u>

REMEMBER

Puppies 6 months of age and older can board at our kennel facilities. It is best to start with a day or overnight stay before leaving your pup for multiple days.

KENNEL TIME

Once your puppy reaches <u>6 months of age</u>, he can start spending time at the GDA|TLC kennel. This is one of the contributing factors to the success of your puppy. Dogs who have been acclimated to the kennel over the course of their puppyhood may have an easier time adjusting to life in the kennel when they return for formal training.

Also, if you have a female puppy and she comes into "heat" (or is "in season"), she can be kenneled at GDA|TLC for 3-4 weeks.

If you live close to campus, start with a day-stay or a one-night stay to acclimate your puppy to the kennel. If you live a distance from campus, the first stay can be up to two days if needed, but shorter stays are preferred.

- After a couple of short stays, add another day to the reservation, so eventually, by the time your dog is 12 months old, he can stay up to seven days at a time.
- If you have a planned trip that requires your younger puppy to stay in the kennels for an extended amount of time, you may want to split the time between the kennels and an approved puppy sitter.

While here in the kennels, your puppy will learn to adapt to kennel living, which includes using the water Lixit®, scheduled feeding times, and relieving on concrete in his outdoor run. Your pup will also adjust to sleeping locked inside, not having 24-hour human contact, the sound of barking dogs, bath time, kennel technicians, and playing with and having a variety of roommates while he is at Camp GDA|TLC!

MAKING A RESERVATION

When you are ready to bring your puppy to the kennel, email boarding@guidedogsofamerica.org or call (818) 833-6448 to make a reservation. Reservations are required. The kennel is open for pick-up and drop-off from 10:00 a.m. to 7 p.m., seven days a week (hours may change during holidays). There is a boarding drop off form that you can fill out prior to bringing your puppy in for a kennel stay. It can be found on the GDA|TLC website under Programs > Canine Development > Forms for Current Puppy Raisers. If you'd like your puppy to be seen by the Vet Department during a kennel stay, you should mention this when making your reservation and fill out a puppy raiser veterinary department questionnaire prior to the appointment.

When boarding your puppy please do not bring any personal items such as toys, blankets, beds, bandanas, or your GDA | TLC puppy vest. If your puppy is on a special food prescribed by the Vet Department, please bring the food with you. If your dog is on any medication, bring that with you as well; this includes your heartworm pill if it is due during the scheduled kennel stay.

When you arrive at the kennel, a technician will admit your puppy. You will be asked questions such as how much and how often you feed your dog and does your dog have any medical problems or need to be seen by the vet? Your puppy will be examined by the tech, and any areas

of concern will be noted on his chart. Your puppy will also be weighed. (Kennel visits are a great time to practice sitting calmly on the scale!)

After the check-in process is completed, the kennel tech will take your puppy to his run. Your puppy will be monitored by kennel staff to make sure he is happy and adjusting to the kennel environment. We will teach your puppy how to



use the Lixit[®]. He will be matched with a roommate, assuming one is available, and monitored to make sure they play well together. Time permitting, your puppy will receive a bath prior to you picking him up, unless he is just staying with us for the day.

While in the kennels the dogs also interact together in supervised "community" sessions where they play together in groups and enjoy a variety of fun activities. Community time is closely supervised by GDA|TLC staff. We strive to make the kennel a fun and enjoyable place for your pup where he can play but also learn coping skills when staying in a new place.

On occasion, we have puppies that show a high degree of stress and are not able to settle into the kennel. In these rare cases, we will call the puppy raiser and have them come and get the puppy or have an approved puppy sitter watch the puppy for the remainder of the kennel stay. We will then work out a program designed for that individual puppy to help him adjust to kennel life.

Soon you will see that your dog is eager and excited to get to the kennel and enjoys spending time here! Then you'll get to work on reminding the puppy to walk to the kennel on a loose leash, as he's so excited to see his GDA|TLC friends!

It isn't uncommon to see a few skin scrapes or scratches on your puppy from his time in the kennels. Most of the time, it means your puppy had a lot of fun playing.

Make sure to keep an eye on these scratches for any infection or redness that may develop and call the Vet Department if you notice this. Otherwise, these small abrasions will usually heal on their own.

FEMALES IN HEAT

An un-spayed female typically goes into "heat" between the ages of 7-10 months. If your female has not been spayed prior to her heat cycle, you can bring her to GDA|TLC for boarding. She will board in the kennels for a minimum of three weeks. This is why kenneling your puppy starting at 6 months of age is so important, especially if she is a female. Imagine having never been kenneled before, and now your puppy is staying in the kennel for three weeks straight! Once your puppy is nearing the end of her heat cycle, she will be examined by the Vet Department. If you are comfortable keeping your female in heat at your personal home, please reach out to the kennel department for addition guidelines. Kenneldepartment@guidedgosofamerica.org

SIGNS YOUR FEMALE DOG IS IN HEAT

- She may be licking her vulva area often.
- Her vulva area may be swollen.
- Other dogs may show a higher interest in her vulva area, lots of sniffing and possibly licking.
- Discharge from her vulva.
- Drops of blood coming from her vulva. If you use a piece of tissue and wipe her vulva area, you can see blood or discharge.

If you are unsure if your puppy is in heat, you can always have her checked at GDA|TLC. Our Vet Department will do a swab of her vulva and look at this under a microscope to check for blood.

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RULES WHEN YOU ARE OUT WITH YOUR PUPPY

As a puppy raiser for Guide Dogs of America | Tender Loving Canines, it's important to remember you are essentially a walking billboard for the organization every time you are with your puppy. For this reason, we require abiding by a strict set of rules when you are in the public eye. While most businesses will allow puppies-in-training to enter otherwise non-dog-friendly establishments and understand that puppy training and socialization are essential to create a successful service dog, it is important to follow some guidelines when in public places. In most states, a place of business does **NOT** have to grant access to a service dog in-training, and our volunteers with puppies-in-training do not have the same public access rights as our clients with working service dogs. When socializing your puppy out in public, and especially when in places that do not otherwise allow dogs, please abide by the following guidelines:

- Only a puppy raiser or someone with GDA|TLC puppy-raising experience (your family members or an
 approved puppy sitter) should handle the puppy while in public. You should never give your puppy to
 a stranger or allow him to be handled by a child.
- Make sure to bring clean-up supplies with you. Like carrying a diaper bag for a human child, most puppy raisers invest in a backpack when training a GDA|TLC puppy, so they can keep necessary supplies such as poop bags, paper towels, water, water bowl, kibble and a spare collar/leash easily athand.
- Your puppy should not be relieving in establishments or in vest. Make sure to offer ample opportunity for your puppy to "get busy" before you go inside!
- Do not let the puppy jump up on people or objects. He should be always under control. If he starts to bark, bite, or jump excessively, immediately remove yourself and the puppy from the situation. Even fully trained service dogs can be asked to leave a public space if they appear to be out of control.

- Your puppy should not be eating items off the ground (even if you drop a treat, pick it up before your puppy eats it). They should also not be excessively sniffing the ground or harshly pulling you to sniff things. If you find this happening, contact Canine Development for assistance.
- If for some reason a place of business asks you to leave, you may politely ask them why and try to
 educate management about the importance of being allowed access for training purposes. If the
 answer is still, "No," please be respectful of the decision and leave without incident. Contact GDA|TLC
 if you feel you were treated inappropriately.
- Your puppy should be well-groomed, and the vest should be clean.
- Your puppy should NEVER go on escalators, revolving doors or moving sidewalks. ADA requires a door be available as well as an elevator and/or stairs.
- If your puppy starts to exhibit signs of stress, leave the situation, and contact GDA | TLC for assistance.

 *Refer to Chapter 8 "Recognizing Stress and Calming Signals".

OUTREACH AND SPECIAL EVENTS

People find their way to Guide Dogs of America | Tender Loving Canines and become puppy raisers for a

variety of reasons. We are always working to introduce new people to the organization and educate them about puppy raising. From information booths at community events to organized walks in busy pedestrian areas, our current puppy raisers are our most valuable recruitment tool! We also rely heavily on volunteer support for on- and off-campus special events and fundraisers. Attending such events is not mandatory for puppy raisers, but



it's appreciated when puppy raisers can occasionally volunteer additional time at an event. Plus, events are great training opportunities for age-appropriate puppies-in-training!

GRADUATION

We love it when our puppy raisers can attend the graduation ceremony for our newly matched guide and service dog partners. This is a great way to expose the public to all the stages of the guide and service dog training process. Once your puppy is fully vaccinated, he can come to graduation. However, be prepared to step out of the auditorium if your puppy is having difficulty settling quietly. Be mindful not to let your desire to socialize override your ability to make smart training choices regarding the puppy before and after the ceremony!

TRAVELING/ VACATIONS

If you plan to travel and/or will cross state lines with your puppy, you must contact GDA|TLC to let us know of your plans. Also, all plane travel must be pre-approved by GDA|TLC.

Travel across state lines requires a health certificate. The certificate must be within 10 days of your travel dates. Your puppy cannot travel across state lines unless they are fully vaccinated. Call or email the Vet Department to set up an appointment.

If you aren't sure whether you should take your puppy, here are some questions to ask yourself:

- Are you sure you want to be a dog trainer while on vacation? It's OK to want a break from the full-time responsibility of raising a program puppy. You might consider recruiting a puppy sitter to give the puppy some experience working with a new handler and in a new environment.
- Consider where you are staying and places you will visit. Will it be too much for your puppy? Will all the places you go allow access? Call ahead of time to ask so you don't get stuck changing your plans at the last minute. Some states are more used to seeing service dog puppies-in-training than others.
 Remember: Puppy raisers do not have public access rights like service dog handlers the ability to bring a puppy-in-training into a non- dog-friendly establishment is entirely up to the gatekeeper of the establishment.
- Do you know where to access emergency medical care at your destination or along the way? Be sure to research this in advance. If you're gone on the first of the month, make sure you pre-order the necessary preventative medications to bring with you. Some parts of the country have zoonotic diseases not common in California. If an area is known to commonly have a disease for which we do not vaccinate, we will not be able to approve travel.

- Has your puppy been socialized and exposed to most/all of the things you will see? Have you stayed for
 one night in a hotel prior to a seven-day stay in an unfamiliar environment? Is your puppy comfortable in
 his crate?
- If there are other dogs or animals where you will stay, are they appropriate dogs to be around your puppy in training?
- Are you willing to dedicate adequate time to the dog's training while you are away?
- If you do not plan on taking your puppy everywhere with you, is the puppy comfortable being alone in a crate should you need to leave him in a hotel room or relative's house? (Do not leave the puppy loose in an unfamiliar environment.) You should only leave the puppy crated in a hotel room if you are certain the puppy will be quiet, as nuisance barking reflects poorly on the organization. Remember GDA|TLC puppies should not be left alone for more than four hours at a time.
- If you have a female, is she between the ages of 7-12 months? If she has not yet come into season/heat, you should not take her on an extended vacation unless you can follow the specific guidelines for keeping a female in heat.



Consider making a kennel reservation instead of traveling with your puppy if kennel time is needed. Make a kennel reservation by emailing boarding@guidedogsofamerica.org or calling (818) 833-6448.

If your puppy is younger than 6 months old and you decide not to bring him on vacation with you, you will need to find an appropriate puppy sitter, as puppies younger than 6 months of age are not ready to board in the kennel.

RIDING IN THE CAR

Guide and service dog users are taught to ride in vehicles with their dogs on the floorboard between their legs, if enough room is available. If adequate floor space is not available, guide and service dogs may lie on the backseat. It is very important that the dog lie quietly and not move around on the seat or hang his head out of the window. If the car is large enough, the guide or service dog can ride in a crate or lie down in the back of an SUV-type vehicle. **All GDA|TLC puppies MUST learn to ride calmly on the floorboard of the front passenger seat**. If your vehicle set-up allows room for a crate, it's helpful for puppies to learn this method of travel as well. Some raisers teach puppies to ride on the floorboard of the backseat as well. Riding on the backseat itself should only ever be used as a last resort.

For guide/service dogs to ride calmly in the car, we need to train the behavior early.

- 1. Exercise your puppy and offer a relieving opportunity prior to travel.
- 2. Place a towel/blanket on the floorboard of the car and a couple of chew toys.
- 3. Gently pick up your puppy and set them down on the floorboard. *If traveling by yourself, attach the puppy to car tie down. *See video*: https://youtu.be/GTYjhOnqAJs
- 4. Start with short car rides.
- 5. When your puppy is tall enough to jump onto the floorboard from the ground, walk them on leash to the car, open the door and encourage them to "jump on".
 - *Be sure to open the door completely and stand along the car side to give them ample space. You can also feed them meals in the car.
- 6. If you have a passenger with you, the puppy should lie between the passenger's front legs on the floor.
 - *Be aware of the air temperature on the floor area of the car. The puppy will be closer to the engine and may not have good airflow on the floor. You may need to utilize the vent to help keep your puppy comfortable.

Signs that your puppy is uncomfortable include drooling, vomiting, excessive panting, being fidgety when riding, or avoiding getting into the car. If you see any of these signs, contact the Canine Development Team.

As your puppy grows, the floorboard area may become more difficult for him to fit comfortably. Keep in mind, our puppies are very talented at making themselves comfortable in smaller spaces, so many will never outgrow this area. However, if this happens, you have a couple of options.



- You can place a crate in the back part of your vehicle and place your puppy in the crate. This is a good idea to do even if your puppy rides calmly when not in a crate. In formal training, the puppy will ride crated in a cargo van to and from all off-campus training sessions. Getting him comfortable with being crated in a car is vital to him being able to do the same when in formal training.
- Your puppy can lie on the floor of the back seat area. He should not be able to move back and forth but should remain in one spot. You can utilize a car tie down, like when you taught him to lie quietly in the front seat floorboard area.
- Have your puppy sit or lie on the back seat. Place a towel or blanket on the seat and teach your dog to lie quietly on the seat. This area should only be used if the puppy doesn't fit on the floor of the backseat. Do not let your puppy run back and forth from window to window or hang out the window.
- If you have an SUV-style of vehicle, you can teach your puppy to sit in the back. You may have to use a tie down cable to aid in teaching your puppy to ride in the car calmly.
- If you are a passenger, your puppy should ride on the floor of the car between your legs or on the floor next to you. The puppy should only ride on the seat next to you if he cannot fit on the floor.

MAKE SURE YOU TEACH YOUR PUPPY TO RIDE CALMLY IN THE CAR. HE SHOULD REMAIN STATIONARY THE ENTIRE CAR RIDE.

MONTHLY REPORTS

Monthly reports provide detailed information about your puppy's progress and are due on the 1st of every month. A link to your puppy's monthly report will be emailed to you on the 29th of each month. Each report is unique to your puppy and the specific month. The completed report is reviewed by the Canine Development Team. If you have listed any areas of concern about your puppy, we will contact you to get further details or set up a training session. If you have immediate concerns, PLEASE DON'T WAIT for a response from your monthly report. Contact the Canine Development Team as soon as possible!

FILLING OUT THE MONTHLY REPORT IS A MANDATORY PART OF PUPPY RAISING.



MONTHLY MEETINGS

Monthly meetings are an important part of our puppy raiser requirements, and offer numerous benefits to both our raisers and our program puppies:

You'll meet other GDA puppy raisers.

You'll get to practice obedience skills.

You'll learn more about GDA and the guide dog community.

You'll know the most current news and happenings.

They're Fun!

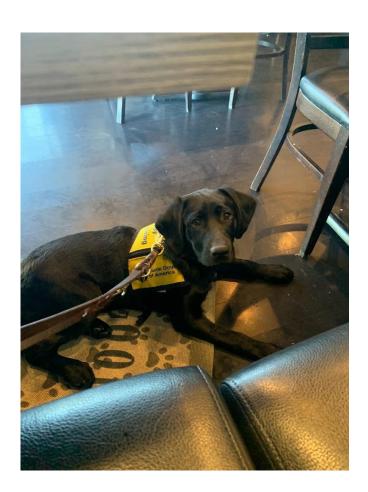
Puppy raisers pick a regional group to join in with throughout their time in the program. We recommend you choose the area group that's closest to you and offers the most convenient meeting date and time.

Your puppy can begin to accompany you to monthly meetings once he is 12 weeks old. Before then, you may need to have someone stay home with your puppy or plan on crating them while you attend the meeting. Most meetings last approximately 1.5 hours.

As these meetings can be a bit overwhelming for a young puppy, here are some things to keep in mind to set you and your puppy up for success:

- Puppy first! Socializing with other raisers is important, but your puppy must come first. Always know
 what your puppy is doing, what you are doing and what is happening around you.
- Be an advocate for your puppy. Watch for stress signals such as sudden surging on leash, jumping up on you, backing away, drooling and whining to name a few. (refer to Chapter 8 "Recognizing Stress and Calming Signals"). You may have to walk away to give your pup a break or offer gentle petting to reassure him.

- A meeting is not puppy playtime. Dogs may not play with each other on-leash.
- Take your time to walk in and practice loose leash walking. Do not let the puppy drag you into the
 meeting. Arrive early so you can take your time and be consistent with training loose leash walking.
- Make sure you are aware of what your puppy is doing while you are socializing. Give him a cue such as a sit or down and praise him when he complies. The person you are talking to will understand if you need to interrupt them to tend to your puppy and it will help them remember they need to tend to their puppy too! When you are with your puppy, good training comes before your desire to socialize.
- Relieve your puppy BEFORE the meeting to minimize the chance that you need to take your puppy out during the meeting.



9 MONTH EVALUATION

At approximately 9 months old, puppy raisers will be asked to bring the puppy to the kennel or to meet Canine Development staff in public for an assessment. This evaluation gives us some information on how your puppy is developing and allows us to give you important feedback to help focus your future training efforts.

The evaluation includes, but is not limited to:

- Overall obedience level Is he on the right track? Does he demonstrate a good foundation of obedience skills, such as sit, down, stand and stay?
- Leash Manners Does he walk well on leash? How does he respond to a new person handling him?
- Body Handling Is he able to accept being handled and examined by someone new to him?
- Leash Relieving Can he relieve on-leash when asked?
- Environmental Soundness Does he handle the overall environmental change well?
- Is he sensitive to or distracted by sights, sounds, or smells?
 What is his primary way of gathering information from his environment?
- Behavior in establishments.
- Degree of willingness- Is he eager to please the handler?
- Impulse control/self-interest- Is he focused more on his wants/desires than the handler?

About a week after your puppy's evaluation, Canine Development will share the evaluation with you (through email). Suggestions and recommendations will also be included. In-home training may be scheduled to address any concerns, and some dogs will be required to come back for a second evaluation. Adolescence can be a challenging time for dogs, and we often see behavioral concerns resolve themselves as the dog matures.

GDA|TLC might also request an evaluation if we notice issues in the dog's littermates; in response to information shared via monthly reports, puppy sitting reports or observations by area leaders; or to evaluate the dog's mental maturity prior to formal training.



REHOMES AND CAREER CHANGES

REHOME

There are times when a puppy might need to be transitioned into a different home during its puppyhood. This does not mean the raiser has failed or that the puppy is failing the program.

Here are just a few of the reasons a rehome may occur:

- Puppy raiser life change: Job no longer allows puppy to attend, physical illness, personal issues that result in lack of training opportunities, traveling for an extended period, moving, etc.
- Puppy needs more or less exposure to a certain environment: dogs, cats, kids, work, traffic, etc.
- Specific problem solving requires a more experienced handler.
- Medical issues that require more supervision than current puppy raiser can provide.
- Puppy needs to be closer to campus or come to campus often.
- Requirements for puppy raising aren't being met: Attending monthly meetings or group classes, socializing, adhering to training plans, being available when GDA|TLC requests, etc.
- There is a safety concern for either the puppy raiser or the puppy.

We understand that we are asking a lot of our puppy raisers, and sometimes, once the initial cuteness of having a puppy wears off, and the workload is realized, it can be overwhelming. It's OK to ask for help, and it's OK to conclude that raising a puppy isn't meant for you or your family. Sometimes, even if only temporarily, your life and the demands of training a puppy will not be compatible. There are many other opportunities to volunteer with GDA|TLC in other capacities. Conversely, if we have concerns about the puppy's progress, we need to take action to ensure that the puppy has every opportunity to become a working guide or service dog. It's not personal! We need to look out for the best interest of the puppies and the program to serve the blind, visually impaired, and disabled communities.

If a rehomed dog is ultimately career changed, GDA|TLC will make final decisions regarding which puppy raising family is given the opportunity to adopt the dog. (See more about the career change process below.) When a puppy is rehomed, assuming the rehome was amicable and not due to negligence or lack of raiser compliance, both families can be informed of the dog's progress during formal training, and both are notified when the dog graduates. *Typically*, the raiser who fostered the dog the longest is invited to accompany the graduate on stage, although members from both families are encouraged to attend the ceremony.

CAREER CHANGES & RELEASED DOGS

Not every puppy is destined to become a service dog. Sometimes dog may start on the guide dog track only to be switched to the service dog track (or vice versa). If Guide Dogs of America Tender Loving Canines releases a dog from both training programs, the puppy raiser may be given the option to adopt the Should the raiser choose not to adopt the dog, we maintain a



dog.

lengthy waiting list of vetted families interested in adopting a released dog. Every dog from our program ends up in a loving home.

Here are just a few of the reasons a dog might be career changed:

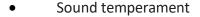
- Body sensitivity: The puppy/dog is uncomfortable and unable to work in a vest or harness.
- Undesirable behaviors: Scavenging, poor house manners, reactivity, aggression, fear, poor impulse control.
- Medical: Hip or elbow dysplasia, vision issues, allergies, etc.

POTENTIAL BREEDING STOCK

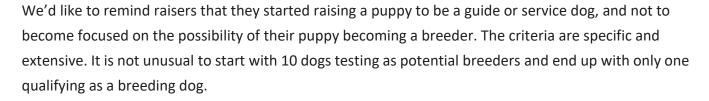
Since GDA|TLC breeds its program dogs in-house, we commonly identify potential breeders from the pool

of puppies-in-training. There are a variety of things to consider when evaluating potential breeding stock, including:

- Necessary bloodlines
- Physical soundness
- Medical qualifications- eyes, hips, elbows and heart (must pass health screenings)



- Willingness
- Trainability



Decisions about spaying and neutering may be made after a dog has been formally evaluated but this is not always the case, and a dog can be called in to be altered at any time during the puppy raising period.

If a dog is selected to be part of our breeding program, the breeding manager will contact you to discuss the requirements to become a "breeder host" or "breeder keeper."



CHAPTER 10 MEDICAL INFORMATION



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Guide Dogs of America | Tender Loving Canines has an on-campus Veterinary Department. Our veterinary staff provides services ranging from routine medical care to emergency procedures. GDA|TLC's surgical suite provides our veterinary staff with the facilities to perform many surgical procedures. Spays (Ovariohysterectomies) and neuters (Orchiectomy) are performed on the GDA|TLC campus, along with dental work and other routine surgical procedures.

You will bring your puppy to GDA|TLC for all medical care unless prior authorization has been given by a GDA|TLC staff member. If a puppy needs to be treated by an outside veterinary facility (with prior approval of GDA|TLC Veterinary Department), GDA|TLC may cover all reasonable costs of that medical care.

For non-routine/emergency procedures, GDA|TLC will cover all reasonable costs of medical care subject to approval by GDA|TLC management. You'll need to fill out a veterinary reimbursement form as well.

GDA|TLC is grateful for the efforts and commitment of our puppy raisers, and in every possible case, payment will be approved, provided the care required is not due to improper supervision on the part of the puppy raiser.

"Improper supervision" may include, but is not limited to:

- Failure to leash a puppy when outside the confines of the home.
- Lack of supervision when the puppy is present with other animals, family members or friends.
- Failure to provide a safe environment for the puppy, including removing all toxic materials, environmental barriers or obstacles, or other materials that could be ingested by or in any other way harm the puppy.
- Failure to seek medical attention in a timely manner.

All non-routine medical bills will be reviewed by GDA|TLC's management committee and are subject to payment terms ranging from full or partial payment to denial of reimbursement. All decisions are open to discussion and/or negotiation. To receive reimbursement for an authorized outside vet visit, you will be responsible for submitting 1) reimbursement form, 2) invoice, and 3) veterinary records. Please allow 4-6 weeks from the time the paperwork is received to the time you receive your reimbursement check.



GIVING MEDICATION

PILLS



You can hide the pill in a soft treat - just make sure your puppy doesn't just eat the treat and spit out the pill. Hiding it in a little bit of peanut butter may prove successful as well.

As a last resort, if your puppy is not taking food, hold the pup's head back. Place the pill on the back of the tongue and hold his mouth closed until he swallows. It may help to gently rub his throat a few times - this will cause him to lick his nose and swallow.

Mixing the pill in a bowl of food is not recommended as the dog may not completely consume the medication.

LIQUID

Gently pull your dog's lower lip away from the teeth to create a "pouch" between the cheek and back teeth. Place the tip of the syringe into this pouch, aiming towards the back of the mouth, then depress the plunger slowly. You may gently rub his throat to encourage him to swallow.

EAR FLUSH

Hold your pup's ear-flap open, insert the tip of the nozzle into the ear and fill the ear canal with the liquid (one squeeze). Close the ear flap and massage the base of the ear gently. You should hear a "squishing" sound. Let your dog shake his head to remove any excess liquid, then wipe out the ear canal with a soft cotton ball or tissue. Never use Q-tips in your pup's ears.

EYE MEDICATION

Tilt the pup's head up and gently pull down the lower eyelid and instill the drops or ointment directly into the puppy's eye.

Be gentle, calm and soothing, and be sure to praise your pup when you finish. It is important that your puppy learns to take medication orally, and to be calm for ear flushes. If you are having trouble, please call GDA | TLC for advice.

DIET

Please follow the school's recommendations for feeding instructions and schedules to ensure you are feeding the food required by GDA|TLC.

From the age of 8 weeks to 4 months, your puppy will be fed anywhere from 3-4 times a day (based on veterinarian recommendation). From 4 months until In-For-Training, your puppy will be fed twice a day. The amount to feed depends on the dog's individual requirements. *Puppies will be weaned off their lunch meal slowly once they reach 4 months of age.

Please monitor your puppy's weight carefully. Your puppy should have a tummy tuck and a waistline. **You can reference the body condition score chart at the end of the section** for more details on appropriate weight. Labradors and Golden Retrievers tend to gain weight easily. If you have any worries about the amount of weight your puppy is gaining, please contact GDA | TLC.

PLEASE NO FREE FEEDING! Any food not finished within 10 minutes should be picked up. Fresh water should be available at all times.

We DO NOT recommend any dietary supplements; our high-quality food meets all dietary requirements. Do not add anything to the puppy's diet without consulting with GDA|TLC.

Canned food is not necessary and not recommended. Our dogs in-training will only be fed kibble. **PLEASE, NO TABLE SCRAPS**.

If you find that your dog is displaying "picky" eating behavior, please contact the Canine Development Department and/or Veterinary Department before coaxing the dog to eat, hand feeding, or adding any powder, broth or other additives to the food.

TRANSITIONING BETWEEN TYPES OF FOOD

If you are directed to change the puppy's diet, the transition should be done over a 5-7 day time span. This slow transition will lessen the chance of diarrhea in response to the new food.

Sample transition schedule:

Day 1: Mostly
"old" food with
a sprinkle of
"new" food

Day 2: 3/4 old food and 1/4 new food

Day 3: 1/2 old food and 1/2 new food

Day 4: 1/4 old food and 3/4 new food Day 5: 100 percent new food

When transitioning to a new food, some soft stool for 3-7 days is not uncommon. If your puppy starts to develop soft stool or diarrhea during the transition, you may need to slow the transition down so that it ends up taking 7-10 days to get to 100% "new" food. Most soft stool from dietary transitions resolves on its own in about one week. If you find that the soft stool has not resolved after a week or the diarrhea is worsening, please call the Veterinary Department for assistance.



Body Condition System



PLEASE NOTE: This chart was developed by and for veterinarians. For specific questions about how to interpret this chart or how to assess your pet's weight, consult your veterinarian.

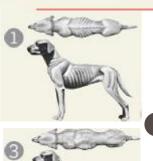
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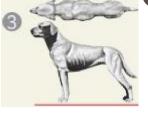


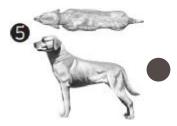


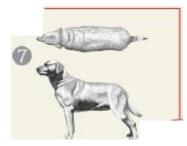


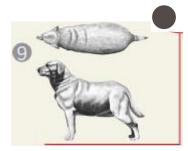
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INTERNAL PARASITES

There are several types of internal parasites that your puppy may acquire. Your puppy is proactively treated for the most common types of parasites while he or she is a youngster here in our breeding facility. We ask that you bring a fecal sample in with the puppy when you come in for his 12-week vaccine boosters. This gives us a chance to check for any parasites that may have been missed with the puppy deworming or that the puppy may have picked up during his new adventures. During this fecal examination, several types of parasites can be identified, and treated if need be.

One common internal parasite is the tapeworm. You will be able to observe these tiny worms on a fresh bowel movement. They appear as very small grains of rice in the feces. The intermediate host of tapeworms is the common flea. This means that your puppy must ingest a flea, which is carrying an immature form of the tapeworm, to develop adult tapeworms. So, if your puppy has tapeworms, there are fleas in the environment. In addition to treating the tapeworm infection, flea control must be performed at home. It is very important to periodically check a fresh bowel movement for these parasites because the eggs are not easily picked up on a microscopic examination.

GDA|TLC STANDARD FLEA AND TICK PRODUCTS

Puppies leave GDA|TLC with two doses of Frontline, a once-a-month topical solution applied directly to the skin at the shoulder blades. Part fur and apply entire contents of tube in one spot. These products are absorbed and distributed through the oil glands onto the dog's skin. When fleas bite your dog (yes, they still bite), the fleas ingest the product and die. Wait 48 hours after a bath to apply. Do not bathe the dog or allow dog to swim for 48 hours after application.

After using the first two doses of topical Frontline, puppies are switched to NexGard, a chewable given orally once every month. When fleas and ticks feed, they ingest the preventative product and die. There are no restrictions on bathing or swimming when administering this product.

Flea and tick preventative should be applied/given on the 1st of the month, unless otherwise directed. Please contact the vet department to purchase NexGard at least 2 weeks in advance.

HEARTWORM DISEASE AND PREVENTION

Heartworm disease is a serious and potentially fatal infection in dogs that can also rarely affect humans. The cause of the disease is a worm (transmitted by mosquitos). Most dog owners don't realize their pet has a problem until the disease is well advanced. It is only in the later stages, when the disease is difficult to treat, that animals show the typical signs of advanced heartworm disease. These signs include a chronic cough, labored breathing, listlessness, fatigue, and loss of condition.

THE BEST WAY TO CONTROL HEARTWORM DISEASE IS TO PREVENT IT.

Your puppy will be sent home with a supply of heartworm preventatives called Triheart Plus. You will be given a starter pack with your puppy go home kit with enough medication for the first six months you have your puppy. It is clearly written on the envelopes which day of the month, and which tablet you will need to give your puppy. Please contact the vet department after the sixth dose is given to order more Triheart. If you should forget to give a dose, please contact the Vet Department immediately for instructions. If you should run out before your puppy comes in for training, please call the Vet Department and we will send you more.

It's important that this medication be given on-schedule. Set an appointment reminder on your phone or mobile device or make a note on your mobile calendar so you are sure to remember.

HEALTH MAINTENANCE

All puppies should get used to grooming procedures at a young age. Begin to establish a grooming routine as soon as you bring your puppy home. Please reference Chapter 6 of this guide for information on getting your puppy comfortable with body handling and grooming.

EARS

After grooming your dog's coat, examine his ears. The pinna is the outermost portion of the dog's ear. Each pinna should be free of dirt and wax and there should be no mats at the base. The ear canal has two parts: the vertical canal, which you can look down into, and the horizontal canal, which leads to the tympanic membrane (ear drum). Checking the ears frequently for redness, built up debris and/or bad odor will catch a problem early and prevent a severe infection.

**Do not put anything in the ears or attempt to clean or flush ears without prior instruction from the veterinary department. We always recommend that a veterinarian examine the ear canals and ear drums PRIOR to administering any liquids or ointments into the ear. Many seemingly safe substances may cause hearing loss if they are administered on a damaged or compromised eardrum.

NAILS

Your puppy's nails are very tender, especially the quick, which supplies blood to the nail. The quick is the V-shaped blood supply that runs along the center of the nail. If your puppy's nails are cut incorrectly, he could be hurt unnecessarily and probably won't want his nails clipped again.

Nails that are too long can impede the way your dog walks and can cause pain if they curl under the pad. The easiest way to determine if they are too long is by listening to your dog walk. If your dog's nails click on the ground when he walks, they need to be trimmed.

Dewclaws are nails that are higher up on the inner portion of the dog's wrist. These nails cannot be naturally worn down and require trimming. Be careful that they do not get so long that they curl under into the dog's skin. Your puppy should be brought into GDA|TLC for regular nail trimming.

TEETH

Your puppy will lose his deciduous (baby) teeth anytime between 4 and 6 months old. You should check for any malformation of the new teeth during this time. Sometimes the adult teeth start to come in before the puppy teeth have fallen out. If left untreated, this can cause infections or malformations of the puppy's bite. Please report any unusual findings to GDA|TLC.

Checking your puppy's teeth should be part of your routine grooming regimen. All tooth surfaces should be white and smooth. Plaque buildup leads to tartar, so any plaque buildup should be removed before tartar forms. Doggie toothbrushes work quite well but remember to use only dog toothpaste. All these procedures should be well tolerated by your puppy with patience and practice.

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COMMON MEDICAL CONCERNS





Infectious Canine Tracheobronchitis or "kennel cough" is a highly contagious airborne disease that causes inflammation of the trachea and bronchi and can affect dogs of any age. This infection spreads rapidly among animals that are closely confined, as in a veterinary or kennel setting (thus the name kennel cough). Causative factors include viral and bacterial agents, and the typical incubation period is 5-10 days but can be up to 28 days.

The primary sign is a harsh, dry cough, which is aggravated by activity or excitement. The sound is like that of clearing one's throat, as if something were stuck in it. The cough leads to retching or gagging in attempts to clear small amounts of mucus from the throat. The cough can also be easily induced by gentle pressure over the larynx or trachea.

Symptoms typically last anywhere from 1 - 2 weeks, or longer. During this time, we ask that you keep your dog away from other GDA|TLC dogs and that you do not bring your dog to puppy class, the kennel, or other GDA|TLC events. Since our puppies-in-training are all vaccinated for kennel cough, the cough usually resolves on its own and rarely requires cough suppressants and/or antibiotics. If you notice extreme lethargy, lack of appetite, and/or green-yellow nasal discharge, please notify the veterinary department immediately as these might be signs of canine influenza which requires medical intervention and possibly hospitalization.

VOMITING/DIARRHEA

If your puppy is vomiting or has diarrhea, please contact the Vet Department so they can advise you how best to move forward. Vomiting and/or diarrhea can sometimes be symptoms of an intestinal blockage or serious viral infections such as parvo. If your puppy has diarrhea or is vomiting, he should not be around other GDA|TLC dogs (including boarding in the kennel) and not attend GDA|TLC events until the puppy has been medically cleared to do so by the Vet Department.

FOREIGN BODY INGESTION

Any object a dog ingests other than dog food is considered a foreign body. Some dogs pass these with little to no ill effects, while others can become obstructed which, if not medically or surgically treated in a timely manner, can result in death.

Symptoms can include:

- Sudden loss of appetite
- Repeated vomiting
- Excessive Drooling
- Abnormal bowel movements
- Extreme lethargy
- Hunched stance or reluctance to lie down

The best way to prevent the ingestion of a foreign body is to prevent access to objects that can be swallowed. Allow your dog to only chew on toys that cannot be swallowed, shredded, or chewed up. In other words... supervise, supervise!

If you notice that your puppy has eaten something foreign such as a toy, clothing, rug, a large chunk of a Nylabone, rat bait, fertilizer, anti-freeze, coins, chocolate, human food that may be toxic, gum, medication, etc. **PLEASE notify the Vet Department immediately.**Swift medical intervention might prevent the need for surgery.

Unless prior authorization has been given by a GDA|TLC staff member, you are expected to bring your puppy to GDA|TLC for all medical care.

Please do not administer any medications to your puppy without specific instructions from GDA|TLC.

BITES AND STINGS

Many times, young puppies are just a little too curious and investigate the tiniest things such as insects and spiders. A bite or sting from one of these creatures can result in an allergic reaction, ranging from mild to severe. A mild reaction can cause localized swelling, while a more severe reaction can cause hives and anaphylaxis, a rapid and severe "whole body" allergic reaction that can lead to death. If you suspect your puppy was stung or ate an insect, please call GDA|TLC vet department or the Vet on call line and we will advise you as to treatment.

BLADDER INFECTIONS/URINARY TRACT INFECTIONS (UTI)

Bladder infections have several causes, but the symptoms are usually as follows: frequent urination, difficulty controlling urination, blood-tinged urine, straining to urinate and increased thirst. If your puppy is older than 12 weeks and has been successfully housebroken and suddenly begins to have "accidents," or he doesn't seem aware of when he needs to urinate, contact GDA|TLC and we will obtain a urine sample for testing.

If your puppy in training is less than 12 weeks old and is peeing frequently and/or having accidents, please contact Canine Development to rule out any potty training or behavioral issues as a cause. If Canine Development determines that medical testing is needed, you may be referred to the Veterinary Department for a physical exam and testing.

ORAL PAPILLOMAS

Oral papillomas ("Warts") are caused by canine papilloma virus type 1 and are most often seen in dogs under 2 years of age. Dogs can be exposed to the virus through direct contact such as play time or by indirect contact such as sharing toys and bowls. After exposure, the oral papilloma, aka "warts", appear within 1-2 months. They first appear as small cauliflower-like raised pink growths on the lips, gums, tongue and roof of mouth. Occasionally the warts can be seen in other locations such as the limbs, feet or neck. There may be as few as one or two warts or as many as a dozen or more. Over the next 1-2 months, the bumps will lighten and turn a gray color before eventually falling off on their own. Since the growths are benign and the immune system most often clears the virus within a couple months, medical and surgical intervention is usually not indicated. However, in severe cases antibiotics and other treatments might be warranted.

While the virus is contagious to dogs, it is not contagious to humans or other species. The GDA | TLC kennel department has a "no boarding" policy while dogs have visible papillomas. If you already have a boarding reservation scheduled or have plans to be out of town and your dog suddenly develops papillomas, please contact the boarding and puppy departments to work together to find a solution. Whether or not a GDA | TLC

dog may attend puppy class with visible papillomas is up to the discretion of the class instructor, though most classes will not allow a dog to attend class. Diagnosis is usually made by a physical examination. The most common treatment is benign neglect aka "do nothing".

HOT SPOTS

The medical term for a "hot spot" is Pyo traumatic dermatitis. This term is used to describe inflamed, painful and moist skin, that results from excessive scratching. This may be a result of a bug bite (especially fleas), allergies, rough housing and chewing on skin by other dogs, retained shampoo under the fur, and/or hypothyroidism. Hot spot lesions usually appear as large, raw, moist, inflamed and sometimes bleeding areas

of skin. A hot spot may be easily confused with a superficial skin infection and the treatments for the two conditions differ, so if you suspect either a hot spot and/or a skin infection, please schedule an appointment with the GDA|TLC Veterinary Department so that the proper diagnosis may be made.

While you are waiting for your vet appointment, do your best to discourage

licking and chewing at the lesion. Some helpful suggestions are putting on a plastic cone (E-Collar), putting on a loose T-shirt to cover the lesion, offer a distraction such as a bone to chew on or a play toy. It is important to keep the area dry. Please do not apply any shampoos or ointments prior to your vet visit as these might interfere with the proper diagnosis.

If the veterinarian determines that a hot spot is present, the area will be shaved and cleaned, and antibiotic ointment will most likely be prescribed.

POISONS

Many common house and garden plants may be poisonous to both people and pets. Virtually all plants, if ingested, may cause some degree of gastrointestinal distress signs such as drooling, vomiting, and diarrhea. Some may cause more serious signs such as skin rashes, allergic reactions, disorientation, seizures, and sudden death.

Steps to follow if you suspect your pet has been poisoned:

- Quickly determine the amount and type of poison the animal contacted.
- Call the GDA|TLC veterinary department or emergency line IMMEDIATELY.
 ***If your puppy is actively seizing or has collapsed, please head to your nearest emergency clinic and call GDA|TLC on your way.
- Carefully follow the instructions given to you by GDA|TLC or your veterinarian.

This is not a complete list of potentially fatal plants. For a complete list of poisonous plants, visit the ASPCA.org

• Common potentially fatal plants: oleander, azalea, sago palm, aloe, castor bean, lilies, marijuana, tulip bulbs, narcissus bulbs, autumn crocus, kalanchoe, yew, amaryllis, angel's trumpet, common foxglove, and cyclamen.

We recommend that you identify the plants on your property and refer to GDA|TLC to find out if any plants on your property are hazardous to animals. Or take a clipping of any questionable plants to your local garden or nursery store for identification.

Pet Poison Helpline: 1-855-764-7661

ASPCA Poison Control: 1-888-426-4435

California Poison Control: 1-800-222-1222

EMERGENCIES

The best way to recognize an emergency with your dog is to know how he usually looks and acts. Knowing what is normal for your dog will help you recognize when something is "not right." The next step is to be able to assess when the situation is really an emergency.

The following are some examples of emergencies:

- Bleeding that will not stop within a few minutes of applying pressure
- Head trauma
- Seizures, altered mental state
- Collapse or loss of consciousness
- Choking or having difficulty breathing
- Snake bite
- Heat stroke or burns
- Trauma hit by a car, dog fight
- Broken limb or inability to move legs
- Eye injury very painful, severe squinting, cloudiness of the eye, bleeding within the eye
- Inability to pass urine for more than 12 hours
- Possible poisoning fertilizer, rat bait, anti-freeze, chocolate, xylitol, medications, etc.
- Severe cough accompanied by severe lethargy, refusal to eat and green-yellow nasal discharge
- Profuse and/or acute vomiting/diarrhea



GDA|TLC provides emergency assistance from a GDA|TLC staff member via telephone 24 hours a day. If you suspect earlier in the day that your dog is having a medical issue, it is best that you contact the Veterinary Department BEFORE they close at 4:30pm. If your dog is in crisis and it is in the dog's best interest to be taken immediately to a veterinarian, please do this and call us on the way to the emergency clinic.

PLEASE contact GDA with all non-emergency situations before taking your dog to an outside veterinarian.

Ear infections, limping (with no visible injury or swelling), hot spots, itching, chewing at paws, eye discharge (without squinting), skin lesions, urinating frequently, urinary accidents, soft stool etc. are not considered emergencies.

HOLIDAY CAUTION

Jingle bells, chocolate candy, turkey and tinsel all bring merry thoughts of the holiday season, but for our curious canine friends, holiday tidings can be dangerous. Puppies are naturally curious and explore everything by tasting. Ingesting small items such as bells, tinsel, ornament hooks, etc., can cause foreign body intestinal obstruction, which is extremely serious and life threatening. Remove all such enticing items from your puppy's reach (you'd be surprised what they can get!).

Chocolate candy poses a risk to dogs because they lack the ability to break down a substance in chocolate, which can be toxic to them. If your puppy ingests a large quantity of chocolate or any other concerning foreign bodies, contact the Veterinary Department or GDA|TLC emergency line IMMEDIATELY.



Turkey with its soft, splintering bones can also cause serious damage to the stomach or intestinal linings or obstruct the digestive tract. Holiday garbage with all its tasty food scraps should be safely stored out of reach. Eating a large quantity of garbage can cause severe digestive problems including life-threatening pancreatic inflammation.

Strings of electric lights should be hung out of reach. Chewing on wires can cause painful burns to the mouth, as well as result in electrical shock. Celebrate the holidays by giving your puppy safe toys (Kong toys, hard rubber balls or nylabones). Enjoy the holidays but be aware of the extra dangers that exist.

Independence Day is another holiday to approach with caution. While fireworks offer a dazzling display for people, they can be unsettling to dogs. **DO NOT TAKE ANY PUPPY TO A FIREWORKS DISPLAY**.

If you can hear fireworks from your home, take the opportunity to create a positive association in your puppy's mind by cheerfully celebrating the unusual noise. Set aside some of his dinner and happily offer a piece or two with each "BOOM!" Play his favorite game as fireworks crack in the distance. If he seems worried, offer confident reassurance, but don't coddle him.

If your family plans include attending a fireworks display, you must leave the puppy home alone, confine him to a crate. Insulate the house from outside noise as much as possible. Close the windows, kick-up the air conditioning, and leave the radio or television on at a higher-than-normal volume. You can even leave the puppy something fun to do - like extracting a portion of his dinner from a well-packed, stuffed KONG toy.

VACCINES

GDA|TLC's vaccination schedule is subject to change based on research findings and developments in veterinary medicine. Always refer to the vaccine schedule given when you picked up your foster puppy. In general, our puppies under 1 year of age are vaccinated as follows:

AGE	VACCINE
8-weeks	DAPP/Oral Bordetella
12-weeks	DAPP w/ Lepto and H3N2 Influenza/Bordetella
16-weeks	DAPP w/ Lepto, H3N2 Influenza, and Rabies

Adult booster vaccines (Rabies, DAPP, Lepto) are due when the dog is 16 months old and should be given at GDA during a required kennel visit. Please remind the Kennel Department that adult boosters are due when booking a kennel visit. We will also boost Influenza and Bordetella as needed.

Reminder, when at **GDA|TLC campus**, your UNDERVACCINATED puppy can walk from the parking lot to the lobby, however, please avoid any soft surfaces around campus (grass, dirt, bark, etc.)

If you need to relieve your UNDERVACCINATED puppy, there is a puppy relieving area to the left of the entrance to the lobby, In the fenced in run.

Vaccine Reactions

(Copied and adapted from https://www.avma.org)

It is common for dogs to experience some or all the following mild side effects after receiving a vaccine, usually starting within hours of the vaccination. **If these side effects last for more than a day or two**, or appear to cause the puppy significant discomfort, please contact the Veterinary Department. Signs to watch for include:

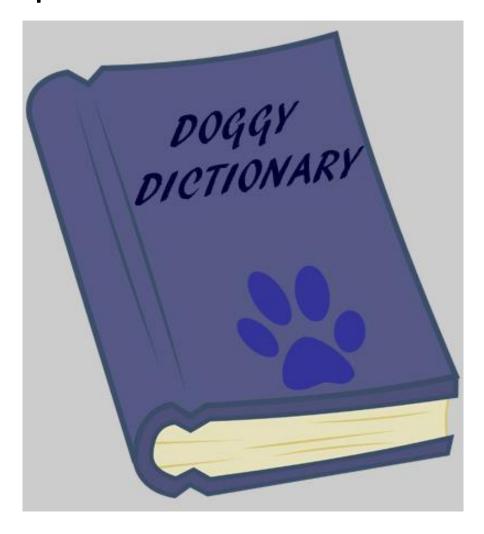
- Discomfort and local swelling at the vaccination site
- Mild fever
- Decreased appetite and activity
- Sneezing, mild coughing, "snotty nose" or other respiratory signs may occur 2-5 days after your pet receives an intranasal vaccine

More serious, but less common side effects, such as allergic reactions, may occur within minutes to hours after vaccination. These reactions can be life threatening and are medical emergencies.

If the puppy experiences any of the "rare" symptoms listed below, please contact the Vet Department or GDA emergency line **immediately** as your puppy may require medical intervention.

- Persistent vomiting or diarrhea
- Itchy skin that may seem bumpy ("hives")
- Swelling of the muzzle and around the face, neck, or eyes
- Severe coughing or difficulty breathing
- Collapse

CHAPTER 12 GDA|TLC GLOSSARY OF TERMS



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PUPPY RAISING GLOSSARY OF TERMS

Below is a list of terms that are relevant to your GDA|TLC puppy. It is important to note that GDA|TLC does not expect puppies to learn all the *critical skills* in the first four weeks at home with you. By the time your puppy is 9 months of age, he should have a good understanding of the *critical skills* and be able to demonstrate most of the cues in this glossary for anyone, with mild to moderate distractions present. As you go through this workbook, this glossary can help you better understand specific terminology. In addition, many of these concepts and terms are common in describing dog behavior and this section will help us be on the same page with the definition of terms and concepts.

Don't feel overwhelmed as you look over this list. You can reference it anytime!

When I'm training a dog, I develop a relationship with that dog. He's my buddy, and I want to make training fun.

-Ian Dunbar

AROUSAL

Refers to the physiological changes and emotional changes that occur in your dog. Arousal can be mild or extremely strong. Arousal can be caused by excitement, fun, confusion, uncertainty, fear, anxiety, relief, or any strong emotion.

Arousal is not necessarily bad unless it interferes with the pup's ability to think and learn. If this occurs, the pup's arousal level must be lowered before training continues.

ATTENTION

The dog is giving you his attention when he is looking at you, or in other ways (tilt of head towards you, tail wag, body orientation) clearly tells you he is listening *and* ready to respond.

AWARENESS

Both handler and dog need to always maintain awareness of each other when they are together. Either handler or dog may be engaged in something else while still maintaining awareness.

Awareness is demonstrated by response to a change in the other.

Example: Handler notices if dog moves or changes focus; dog notices if the handler moves or alters his actions.

B

BODY LANGUAGE

The dog's body language (tail carriage, ear positioning, open/close mouth etc.) communicates to the handler how they are feeling in that moment. The handler's body language (stiff, relaxed, fidgety, anxious) also communicates information to the dog.

BODY HANDLING

CRITICAL SKILL

Body handling has 3 aspects -1) touching any body part 2) handling and manipulating any body part, such as picking up a foot or an ear 3) procedures with or on that body part, such as clipping nails.

BRIBE

A bribe is offering an item that your puppy wants before a required behavior in an attempt to coerce the puppy to perform the desired task. It is often confused with luring, which is used initially to help a puppy learn the action associated with a specific cue. An example is showing a puppy that you have a piece of kibble prior to asking them to sit – knowing that you have already taught your puppy the action of sitting and paired the cue with that action.

It is also often confused with rewards but is very different as rewards reinforce a behavior by rewarding the dog after he has responded but bribes are offered or promised before the dog has done anything. We want to avoid using bribery or bribes in our training as the puppy can become dependent on them to perform a cue.

C

CLOSE- cue

Tells the dog to sit between the handler's legs (done when the handler is standing or sitting), facing in the same direction as the handler. **CLOSE** is done primarily when the handler is seated but can also be done in standing (with the dog sitting in front of the handler's legs)

The hand signal is a half-circle hand motion tracing the inside of your legs from one knee to the other. Make the half circle in the direction you want the pup to follow. Either hand may be used to give the hand signal. Eventually all that is needed is usually a light pat on the leg along with the cue "close". If you plan to be stationary for an extended amount of time, ask your dog for a "down".

COME- cue

CRITICAL SKILL

Sometimes referred to as a "recall." Dog comes from wherever they are to be <u>within easy reach</u> facing the handler and take a hold of the collar.

If the handler is standing, the dog is to be very close, even with toe-to-toe contact. Straight orientation to the handler is desired.

COMMUNICATION

Any signals – verbal or non-verbal. Dogs communicate with handlers through body language, behavior, and vocalizations. Handlers communicate with dogs through verbal signals, body language, behavior, and equipment.

CONNECTION

Connection defines the relationship between dog and handler, a visible act of being together, connected, aware of and responsive to each other.

CRATE/CRATE TRAINING

A crate (wire or plastic) confines the pup when he cannot be monitored. Crates are used for house training, sleeping, preventing access to areas, management purposes and teaching proper house manners. Dogs in-fortraining are crated during transport to training locations. It is essential that a puppy feels comfortable in a crate. Ideally, a puppy can settle quickly in the crate and not whine or bark.

CRITERIA

The expectations you have for the dog and his behavior. Criteria may be very general or extremely specific; they may be long term or just for that moment. Successful training is built on clear criteria, so you have a way of evaluating whether the dog was successful or not.

CRITICAL SKILL

A **CRITICAL SKILL** is one that is crucially important to the future service dog. If the future service does not have the Critical Skills (housetraining, good house manners, walks on a loose lead, does not eliminate while on walks, thoroughly socialized), he will have more difficulty during training and may not be successful in the program. A raiser must be 100% committed to teaching a pup Critical Skills.

D

DISTRACTION

A distraction is *anything* that draws the pup's attention away from his set task or handler. This can be very mild, such as a bird flying over that the pup watches *without* forgetting what she's doing with you. Distractions can be intense, causing the dog to completely lose focus and connection.

DOWN- cue

CRITICAL SKILL

Pup lies belly to ground, elbows on floor. Hind legs may be tightly tucked, spread to the side or behind her, or she may rest on one or the other hip. During long stays or periods of inactivity, the dog may choose to stretch out on her side.

Lying on her back or rolling around are not desired responses.

DROP- cue

Tells the dog to drop whatever he has in his mouth.

ENGAGE

To connect with the pup, and actively work with her, by moving, changing direction, changing pace, or directing her in some way.

EVALUATION

An assessment done by GDA|TLC staff at multiple points in the dog's development and training.

F

FLAT COLLAR

These collars are the most convenient to take on and off and are handy because they can hold your dog's identification tags. They should be the quick release style (snap/ buckle that you squeeze to release the collar).

G

GET BUSY- cue

CRITICAL SKILL

Tells the pup he should urinate and/or defecate in the designated area while on leash.

GET DRESSED- cue

Tells the pup to put his head through the vest.

GO TO BED- cue

Tells the pup to go to a designated target place. Can be used when the pup is near the target place or from a distance.

GOOD! or GOOD DOG!

This is **PRAISE.** Any phrase said in a pleased, happy, encouraging tone. Tells the dog what he is doing or has just done is good, that he should keep doing it. Praise does *not* mean the dog is done.

Use praise generously! Praise can be said calmly or with great excitement – choose your tone based on how you want to influence the dog.

Example: Dog is holding a stay 20' away and you would like to be able to tell him how wonderful he is. "Good" said in a pleased, drawn-out tone encourages the dog without exciting him and causing him to get up.

Example: You call him, and as he's coming to you, you excitedly tell him, "Good boy! Good dog! Great job!" with the intention of keeping him excited and encouraged.

GO SEE- cue

Encourages puppy to go and investigate novel objects, unfamiliar sounds etc. Not to be used for greeting people or dogs.

Н

HEEL POSITION

The dog's heel position on leash is at the handler's left side, dog's shoulders aligned with the handler's left leg, and the dog (from nose to tail) facing the same direction as the handler.

HEEL- cue

When given this verbal cue, the dog should return to the handler's left side, shoulders aligned with the handler's left leg, and the dog (from nose to tail) facing the same direction as the handler.

HOUSE MANNERS

CRITICAL SKILL

A dog with good house manners stays off furniture, does not beg for food at any time, does not jump on counters, does not steal objects from trash or anywhere else, chews only his toys and bones, can lie quietly at your feet during meals, and does not jump on guests.

HOUSETRAINED

CRITICAL SKILL

A housetrained dog does not eliminate in the house (*exceptions*: medical problems, such as diarrhea, bladder infections, etc.)

"Accidents" are not acceptable – if they occur, quickly clean them up and adjust the supervision, schedule and/or situation that allowed the accident to occur.

ı

IFT - IN FOR TRAINING

IFT Is when the puppy raisers bring their dog back to GDA|TLC and the GDA|TLC Trainers begin their Guide or Service Dog Training. During this period, the staff will decide if the dog is suitable to be a service dog.

IN-HOME

An in-home is when a GDA | TLC staff performs a one-on-one training session with a puppy raiser in their home.

IMPULSE CONTROL

CRITICAL SKILL

A dog's ability to manage and regulate behavioral and emotional urges. Some examples include fixating on dogs, chasing small animals, scavenging inappropriate items off the ground, and solicitous behavior towards people.

J

JUMP ON- cue

"Fido, jump on"- All four of the pup's feet will leave the ground and get onto another surface. For example: grooming table, short wall, footwell of a vehicle.

JUMPING UP

Jumping up on people, furniture, or counters is not permitted. Teach the dog that keeping "four on the floor" is what's always expected and what will be rewarded, no matter what.

K

KENNEL- cue

Tells the dog to go to and get into her crate. May be used when pup is near the crate, or from a distance, or from other rooms.

KENNEL STAYS / KENNEL TIME

When your puppy comes into GDA|TLC to stay in our kennels. This begins at 6 months of age and helps the puppy acclimate to being in the kennel environment and eases the transition when they are IFT.

LEASH MANAGEMENT

Refers to how the handler is holding the leash. If held too tight, the dog may not be able to make choices. If given too much leash, the dog may be able to reach inappropriate items or the dog may get caught up in the leash.

LET'S GO! - cue

CRITICAL SKILL

This signal is given in a clear, upbeat tone. **LET'S GO** notifies the dog that you and he are about to start moving. Give the cue *before* you actually move so the dog has time to process the request and respond.

LONG LINE

A training lead of 10' or more. Be sure to always keep the pup safe, and avoid tangling yourself, your hands, or your feet/legs in the long line. Long lines are used to safely work in various locations on distance cues like stay and come.

LOOSE LEASH WALKING (LLW)

CRITICAL SKILL

LLW means that the dog does not pull on lead and can walk politely on a loose leash (any length) in any situation. **LLW** requires 100% commitment from you. Do not let your dog pull you.

LURE

A lure is an attention getter (food treat, toy) used to help guide the dog into a position or specific action. Only used in early stages of learning, should be faded quickly, and will be replaced by **REWARDS** that come *after* a behavior is done correctly.

MARKER

A marker is a word or sound that precisely marks a specific desired behavior. We use "NICE" as our marker word. When using a marker, always follow with a REWARD.

N

NAME RECOGNITION

CRITICAL SKILL

Calling your pup's name means that you want his attention.

- · Be specific. "Bradley!" is not the same as "Bradley, sit!" Dogs are not mind readers. If you want the dog to do something, tell him what that is.
- · Use your dog's name to prepare him for *action*. "Bradley let's go!" is a good use.
- · Do not use your pup's name if you want him to stay or remain quietly in a position.

0

OK

This is your **RELEASE WORD** that tells the dog he is done and free to move. Always end a specific request with a formal release, spoken with a clear, happy tone.

Having a formal release – OK - means that **Praise/Rewards** can be used during a behavior without ending it.

P

PRAISE

Any words or phrase said in a pleasant, happy tone that tells the dog that he is good and right. Can be said with great excitement or in calm, soothing tones. It is sometimes accompanied by a reward such as food or petting/touch. Use **PRAISE** *generously*.

PUPPY SITTING

During a puppy sit, the pup you are raising will go to another raiser's home for a brief period. This helps give the pup varied experiences and prepares him for working with many different people.

Q

R

REAL-LIFE REWARDS

A real-life reward is anything that the dog finds valuable **and** needs you to make it possible or available. Real life rewards are powerful -- use them wherever you can. These rewards do not involve food.

Example: In order for your puppy to go outside and play in the backyard, they first need to sit before you open the door.

REHOME

Occasionally, dogs need to be moved to a new environment that suits the behavioral, physical and/or training needs so that he can be as successful as possible in the program. Rehoming is not a reflection of the raiser's abilities or efforts but is focused on the dog's needs.

RELEASE and **RELEASE** WORD

A release tells the dog he is done with whatever he is doing for or with you. Once released, the dog is on his own time. Use specific release word "OK" said in a clear, happy tone.

REINFORCEMENT

Reinforcement is anything that encourages the dog to <u>do a specific behavior again</u>. GDA|TLC uses "positive reinforcement" when training the dogs.

REWARD

A reward is used to reinforce a behavior. It can be anything that the dog finds valuable: your attention, food, treats, toys, play, real-life rewards, etc.

The value of the reward is dependent on each individual dog and it's important to know what your dog finds rewarding.

REWORK

Rework is a term commonly used in training when a dog is given the opportunity to repeat a particular behavior that he did not complete successfully on the first attempt. Many times, the handler will make a change in the criteria to help the puppy succeed. This may also include reapproaching areas that may have caused your dog concern.

S

SETTLING

CRITICAL SKILL

The dog lies down near the handler and remains quiet until released with an Okay or Let's Go. The dog learns to self-regulate, not requiring forms of entertainment or additional interactions with the handler.

SIT- cue

CRITICAL SKILL

Pup places rump on the ground and front paws are also on ground.

SOCIALIZATION

CRITICAL SKILL

Your pup learns through experience with, and exposure to, the real world and all it contains.

The future service dog needs many varied, <u>safe</u> and <u>pleasant</u> experiences with many situations, types of people, other dogs, places, things, sensations, smells, sounds, and sights.

Service dogs are expected to handle any situation with confidence. This begins with puppyhood experiences and continues through the entire raising period.

STAND- cue

Pup stands with all four paws on ground and remains still without moving.

STAY- cue

The pup needs to remain in a specific position in a specific place while the handler moves away from them. The handler may return to the dog or call the dog to them from the **STAY**.

Т

TIE DOWN

This is a sturdy, short length of cable or lead with a clip that is bolted or tied to a sturdy, immoveable object (wall, tree, very heavy furniture). Approximately 2-3' long. Used to limit the pup's freedom to a small area while supervised.

Your pup must be taught how to be on tie down. This is a management tool.

TIMING

Effective training relies on providing information to your puppy at specific times.

If you are teaching a new behavior or improving an old one, it's necessary that you mark the behavior the moment it happens. The subsequent reward should take no more than 2-5 seconds to reach your puppy. When your timing is off, the dog may be inadvertently reinforced for the wrong behavior.

U

V

VERBAL/SOUND INTERRUPTER

Any word or sound that interrupts a dog's behavior. Commonly used interrupters are "that's enough", "eh eh", "ahhh" and clapping. It is used to distract your dog from an unwanted behavior so that you can redirect them to a more appropriate one.

VEST

You will be issued a GDA | TLC yellow vest at go home. This vest is to be worn in public places as identification that he is a puppy in training.

VERBAL SIGNAL

Often called a cue. A verbal signal is a word or phrase that tells the dog what is expected.

W

WAIT

Informal "stay", to be used as a brief hold- before exiting the kennel or car, waiting for a food bowl or waiting to go through a doorway. Can be released with an "Okay" or "Let's go".

X

X-PEN (ex-pen)

A portable pen, usually metal and foldable, that can be used to create a safe place for a young pup when you cannot directly supervise him (stay within earshot of puppy). Ideally the puppy learns not to jump up on the sides of the x-pen. You may need to brace the sides of the pen with a heavy object, as a jumping puppy can potentially move the pen. The x-pen does not replace a crate, and a puppy should not be left home alone in an x-pen.

Y

Z

CHAPTER 13 TRAINING SECTION



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1 on 1 Training Sessions

Training at GDA|TLC is catered to the individual dog and raiser. While there are some general rules and ways to teach the GDA|TLC approved cues, there is also a need for individualized training to meet the requirements of each dog. The most important thing to remember as you are raising your puppy in training is that GDA|TLC offers full tech support! You should feel confident that the Canine Development Team has your back and is available to answer any questions and help you succeed in the puppy raising experience.

Throughout the time you have your puppy, you will likely receive information and links to videos about how to teach cues as well as problem solving specific behaviors. We recommend keeping a file with this information so you can easily reference it when needed.

PUPPY KINDERGARTEN

You are required to take part in GDA|TLC Puppy Kindergarten classes with your puppy. In these classes you will learn the basic cues that GDA|TLC wants your puppy to know. You will also get feedback and instruction in leash manners and learn how to use rewards in training. You'll start teaching basic cues in Puppy Kindergarten to build a strong foundation as your puppy matures. Puppy Kindergarten classes typically take 8 weeks to complete.

OBEDIENCE CLASSES

As your puppy matures, you will need to enroll him in an outside basic obedience class. You'll find that a class is helpful, not only in practicing basic cues, but in socializing your puppy to other dogs and in teaching him to listen to you in a distracting environment. Here are a few guidelines to keep in mind when looking for an obedience class.

- Classes should be weekly and have a variety of different dog breeds attending. This will give your puppy an opportunity to see and work around dogs that he is not used to seeing. If you attend a skills class with all GDA | TLC dogs, this does not meet the criteria of an outside class.
- The class size should be well-managed, and you should have room to move away from other dogs, as needed. The number of dogs as well as the physical space should allow you to gain distance from the other dogs if your puppy is feeling overwhelmed.

- Signs that your puppy is overwhelmed include:
 - a tucked tail or low body posture
 - numerous yawns, excessive scratching, shaking off (as if after a bath/when wet)
 - pulling on leash to exit and looking away from the other dogs or people
 - excessively jumping on you for reassurance
 - hackling or barking
 - stiff body or lots of direct staring at the other dogs
 - slow or no response to familiar cue

Training methods used in group classes

- Make sure to talk with the instructor prior to signing up for the class and tell them you are training a
 guide or service dog prospect who has specific training rules and cues. The instructor should be
 using primarily reward based training likely using things like praise, petting and food rewards. They
 must also be able to work with you as a puppy raiser and make exceptions in specific areas if needed
 to conform to our policies.
- Be wary of an instructor who says they don't use any treats in their training. You want a trainer who has positive training methods and can individualize the training based on the specific dog/student.
- You may not use clickers, whistles, throw chains, electric/shock collars, prong collars, or other training devices (other than their flat collar or head collar). If the class uses this equipment, the instructor needs to have alternative methods for you and/or allow you to opt out. This class should be primarily reward based and fun!!
- This link may be helpful in clarifying training methods and different types of trainers
 https://apdt.com/pet-owners/choosing-a-trainer/

GDA | TLC Specific Rules

Please notify GDA|TLC or your area leader if you want to attend a puppy class and are not sure if it is appropriate. Provide us with the name of the instructor/organization and the title of the class or have the instructor contact us.

Here are a couple of rules specific to our GDA | TLC puppies:

- When you stop, your puppy should remain standing. GDA TLC does not teach automatic sits.
- "Let's Go" is a general behavior of the puppy walking on your left side on a loose leash.
- "Ok" is the only acceptable release word when releasing from a fixed position, such as a stay.
- "Come" is the only acceptable recall word.
- Make sure your puppy does the "sit" and "down" cues on your left side, facing forward, and not angled in a different direction.
- Do not teach tricks! Focus on reinforcing sit, down, stand, default position, come, close, stay, impulse
 control and loose leash walking around increasing distractions as your puppy matures. Contact us if you
 need advice about what to work on while the class is working on a skill that is not approved for our
 puppies.

Please send us a copy of the certification of completion once you have completed this class (or any future classes). Make sure to follow the above guidelines.

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APPROVED METHODS OF TRAINING YOUR PUPPY

GDA|TLC's goal is to help you create a confident puppy who is connected with people, has a solid foundation of basic obedience cues and house manners, and who makes good choices while navigating the world. We want a puppy who not only does the work but enjoys it! A balanced approach to training makes this possible. In the beginning, we use primarily food rewards as a motivator to teach our puppy cues and good manners. Beyond food, it is important that we also use life rewards as compensation for our puppies for doing the right thing. Initially, we are:



As our <u>puppy matures</u>, we will expect more of him and we begin to use more life rewards. This means, if your puppy enjoys getting the leash put on to go for a walk, have them sit first. The reward for sitting is the leash being clipped, followed by the walk. Your puppy does something for you and you do something for your puppy!

USING REWARDS

We use rewards in training for several reasons:

- They are humane and enjoyable for the dog (and for the handler!).
- Reward-based training helps establish a trusting relationship.
- Rewards help the dog learn faster; dogs learn faster when they're allowed to get it right.
- Physical force and scary or painful corrections are not necessary.

WHAT EXACTLY ARE REWARDS?

A reward can be almost anything that the dog finds valuable.

Behaviors that are rewarded are statistically more likely to be repeated, so when we regularly reward our dogs for a job well done, they'll want to keep showing up for work! Not all rewards are equal to your pup, and understanding what your dog finds rewarding is an important step in the training process.

YOU

Your attention and praise are huge rewards for your dog.

- Verbal praise: Quiet tones help calm; excited tones will excite the dog.
- Eye contact, facial expression, body language: Look happy! Smile! Be soft, friendly and genuine.

TOUCH

Find your pup's favorite places to be pet and use it to your advantage! Take time to learn what type of touch your dog enjoys most.

Touch can excite your pup – Playful or rapid touch can over-stimulate the dog.

Touch can soothe – use long slow strokes to help create calm.

FOOD REWARDS

Never use food treats as your only reward. Use in addition to other things your puppy finds rewarding.

Food can be a very valuable reinforcer (paycheck!) for dogs during training. It's one of a very short list of things that dogs are born already knowing is good. While most dogs easily learn to enjoy praise, petting and play – all of which also make good rewards — food still holds a special place in their mind due to its primal nature.

Some people express concern about using food in training, worried they will create a dog who will only work if he knows there's food. This is a valid concern, as it can happen if food is misused. The trick is to make sure that food is being used as a reward and not a bribe. There's a big difference! While sometimes teaching our puppy an action/cue, we enlist the help of food as a lure, this must be faded as the puppy becomes proficient.

REWARD VERSUS BRIBE

If you ask the dog to do something, he does it, and you give him a treat, that treat is a **reward.**

If you ask the dog to do a behavior that he has demonstrated repeatedly on request for a long period of time, and he doesn't do it, maybe you try asking again. If he STILL doesn't respond, you reach into your pocket to get a treat, and he suddenly springs into action to comply with your original request - THAT treat just became a **bribe**!

You asked him to do it, he didn't, you got food, and he decided to get to work. Good training strives to avoid this.

PREVENTING BRIBERY

The trick is to get the visual presence of the food out of the learning picture as soon as possible. For example, when lure-training (think cookie on the dog's nose and over his head to achieve a sit), you want to get the cookie off his nose just as soon as you see him grasp the physical mechanics of the behavior. At that point, start using the same gesture minus the cookie, and reward the dog with a treat from your opposite hand or bait bag once his bottom is on the floor. This helps teach the dog the important lesson that he must successfully do the work before you're willing to dole out the reward.

Another important tip for preventing accidental bribery is to make sure you have your dog's attention before asking him to do something. Often, people resort to bribery because the dog didn't respond the first time they asked – but when they asked, the dog wasn't even paying attention, or he was too distracted by the environment to listen. Try to avoid talking to your dog's tail! Before asking your dog to sit, lie down, or come when you call him, do your best to make sure he's looking at you. Teach him to respond quickly to his name, so that when he's distracted, using his name will prompt him to check in, at which point you can ask for the next behavior.

REAL-LIFE REWARDS

Once your dog is reliably responding to your verbal cues or hand signals, begin to vary how he gets his rewards. Sometimes use a treat, but oftentimes, use something else he's telling you he wants – like his leash put on to go for a walk, his favorite toy to be thrown, or an invitation to join you on the floor for some snuggle time. By using these types of "life rewards," you're teaching your dog that following your requests is the key to opening the door to everything good in his world – not just food treats! This also allows you to use food randomly – as a surprise – which is extremely exciting for dogs and often motivates them to work even harder.

ADDITIONAL TIPS

- In highly distracting environments, and as your puppy is beginning to discover the exciting world at-large, you may need to up the reward ante by using food rewards of a higher value than just a kibble. If using non-kibble treats, make sure to make them small about the size of a pea. Using small treats allows you to be generous without over-feeding your dog. Dogs don't care how big each cookie is; they're more impressed by how many they get. Remember that what's exciting at home may pale in comparison to the distracting sights and smells out in public. Save your "extra special' treats for training in distracting environments.
- Get into the habit of petting and praising your dog as you deliver the treat. Don't simply be a food dispenser. When you consistently pair petting and praise with treats, you raise the value of your touch and voice. Now you have another way to pay your dog!
- Don't overdo it! The goal is to achieve a trained dog not a trained pudgy dog! Consider cutting back a bit on what goes into your dog's food bowl and/or set aside a portion of his kibble and use that for training.



DOs and DON'TS OF OBEDIENCE TRAINING

CUES (Please refer to glossary of terms for more information on each term)

- CLOSE
- COME
- DOWN
- DROP
- GET BUSY
- GET DRESSED
- GO SEE
- GO TO BED
- HEEL
- JUMP ON
- KENNEL
- LET'S GO
- NICE
- OK (RELEASE WORD)
- SIT
- STAND
- STAY
- WAIT

DO NOT USE/TEACH

- ANY OTHER WORD OTHER THAN "COME" FOR A RECALL
- ANY OTHER RELEASE WORD OTHER THAN "Okay"
- TRICKS
- AGILITY

TRAINING BENCHMARKS

While each puppy matures and learns at a different speed, and we always want to keep in mind that our puppy is an individual (and different from other puppies we have had), there are certain milestones and benchmarks we can reference to ensure our puppy is on the right track.

Below are guidelines and benchmarks to strive for in your puppy's training. If you are having difficulty achieving these goals, it is vital you contact the Canine Development Team for further assistance. We are here to help you!

BY 4 MONTHS OF AGE, THE PUPPY SHOULD

- Know the basics (and be reliable in low-distracting environments): Name recognition, sit, down, stand, come, and "let's go."
- Be settled in your home, having earned more freedom in the house without getting into trouble and still supervised for safety.
- Sleep through the night without having to relieve.
- Comfortable sleeping and lounging in a crate.
- Comfortable with beginning body handling
- Know how to play with toys, especially ones that are interactive with you.
- Be reliable waiting for the food bowl (and released with "OK" to eat).

BY 7 MONTHS OF AGE YOUR PUPPY SHOULD

- Be reliable with the basic cues in familiar and mildly distracting environments (work, yard, etc.)
- Have a good foundation of leash manners and be responsive and attentive to you when out walking.
- Respond to "let's go" when out in the world and distracted.
- Be able to settle nicely in a low-key public place (i.e. library, quiet restaurant, work).
- Greet people he meets without jumping or mouthing.
- Can stay home alone in a crate for a few hours at a time.
- Have the ability to crate calmly when he knows you're home.

BY 10 MONTHS OF AGE YOUR PUPPY SHOULD

- Have good house manners (no counter surfing, getting into trash, jumping on furniture, etc.).
- Not scavenge or pick up things while walking.
- Respond to "let's go" when distracted by a sight, sound, or smells most of the time.
- Respond to life rewards and human affection/praise for complying with a cue.
- Be able to settle during the monthly meeting and when around other dogs and people he knows.
- Have either completed or have scheduled his 9-month evaluation by the Canine Development Team.

BY 12 MONTHS OF AGE AND UP YOUR PUPPY SHOULD

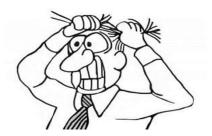
- Loose leash walk most of the time with distractions.
- Calmly meet other people during greetings without jumping or lunging.
- Demonstrate good house manners- no counter surfing or getting on furniture, does not take items that do not belong to them, can settle on tie down or in crate
- Be able to stay at home calmly in his crate for up to four hours at a time.

ADOLESCENCE

Adolescence is a time of change for your puppy, just as it is for human teenagers. Hormones run amuck, puppies become more independent, and they begin testing their limits, and sometimes your patience! You may be thinking your puppy used to be so good, but now he sometimes ignores you. Your previously sweet puppy may be impossible one day and back to his sweet self the next. This is very normal, and usually happens around 6-8 months of age. Not all dogs do this, and not all to the same degree as others, but it can, and usually does, happen for a varied amount of time. At about 16-18 months puppies tend to grow out of adolescence - just about the time you will be turning them in for formal training.

HOW DO WE GET THROUGH THIS?

Try not to overreact. This too shall pass. Remain consistent in your handling and follow through with all the cues you give your puppy. Remain calm. Do not shout or use harsh physical corrections with your puppy. Don't worry if it takes additional time to get the desired response.



- Follow through with cues you've given. Don't give up and walk away (or let your puppy walk away),
 or your puppy will learn that he can ignore you, which will quickly become a habit.
- Only give cues when you intend to follow through and are able to do so.
- Use a "learn to earn" protocol with your puppy, meaning, your puppy should be earning things he enjoys. Put a price on everything he wants. For example: Have him "sit" and do a brief "stay" for his dinner; call him to "come" across the room to you, away from the door, before letting him outside to play; have him "down" before you throw his Kong toy, and so on.
- Exercise, exercise, exercise! This includes physical and mental exercise. Mix obedience training
 into your daily walks. Make sure you are mentally working his brain just as much as you are
 physically keeping him fit. When your puppy is having a "good" day, go to different
 neighborhoods to walk, or mix up the route you take for your daily walks to keep them
 interesting.
- Give yourself and your puppy a break! It's OK to take a day off just like us, sometimes our
 puppies just need a weekend to regroup, especially after a lot of activity or new experiences. If
 you notice your puppy is having a bad day, do things he enjoys and don't expect as much from
 him (or you!).

TRAINING SUGGESTIONS AS YOUR PUPPY MATURES

It's easy for us to become more relaxed in our training as our puppy ages and develops his skills. However, this is when it is important to keep up the training so that your puppy doesn't slip back into some old bad habits or develop some new ones. Continue expecting good behavior from your puppy. Continue to build his overall house manners. Expose your puppy to new environments; make sure you are doing outings not only with your friends and family, but by yourselves as well. You'll want to make sure your training is a mixture of walking and settling. Remember guide and service dogs walk everywhere and often use public transportation. So, they may walk to the bus stop, settle while waiting for the bus, settle on the bus, get off the bus and walk to their destination, and then settle again. Don't forget to sometimes leave him home alone in a crate, so he maintains those vital skills as well.

TRAINING CHECKLIST

- House manners Are you able to leave your puppy off-leash in the house without him getting
 into trouble? Without, counter surfing, or digging in the trash? Will he play with his own toys or
 grab other unacceptable items around the house?
- Walking Can your puppy walk at least one mile daily? Can he walk nicely in your familiar neighborhood? Downtown? In a more rural environment? Through a crowd? On trash pickup day with noisy trucks nearby? In inclement weather? Can he go for a walk without relieving accidents?
- Public transportation Has your puppy ridden the city bus, light rail, subway, and/ or train?
- Has your puppy spent adequate time in the kennel?
- Have you traded your puppy out with another puppy raiser to experience a different environment?
 Or had some play dates and outings with other GDA|TLC dogs?
- Can your puppy reliably come to his name when off leash? If he has mastered it, increase the
 distractions; just make sure you keep him safe by being in an enclosed area or on a long line.
- Can your puppy rest quietly under the table as you dine at a busy restaurant?

- Is your puppy sleeping all night in his crate?
- Can your puppy crate quietly during the day, "just because," even when he knows you're at home?
- Is your puppy successful in all the "Critical Skills" in the GDA|TLC Glossary?
- Is your puppy able to be examined and lightly restrained by people other than you?

APPENDIX

Social Media Guidelines

Teen Raisers

Puppy Sitting Guidelines

Links to Commonly Used Puppy Raiser Forms

Doggie Language Poster

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Social Media Guidelines

Many of our raisers are excited to share their journey with friends, family and the general public via social media. When used responsibly, social media can be a wonderful tool to help raise awareness of Guide Dogs of America | Tender Loving Canines and our ongoing need for dedicated puppy raisers such as yourself. At the same time, it's important to remember all posts related to raising a puppy-in-training also reflect directly on our organization. Please keep this in mind and post thoughtfully! When posting to social media, puppy raisers are required to abide by the following guidelines:

- All puppy-specific pages designed to document the puppy raising experience must be pre-approved by GDA|TLC. If you wish to design such a page on Facebook or Instagram, please contact Jess via email at krjuhl@guidedogsofamerica.org. If pages are private, you'll be asked to add various members of the GDA|TLC team.
 - a. For sponsored pups please email IAReilly@guidedogsofamerica.org
- 2. You are responsible for knowing and following program rules. Be sure to carefully read the manual to not inadvertently post pictures of you/your program puppy breaking program rules. For example, posting a picture with a dropped leash (no dropped leashes outside of fully enclosed areas!) or a puppy eating a Pupuccino (no "people food" for puppies, thus, no Pupuccinos!).
- 3. While even the most well-supervised puppies occasionally manage to get themselves into trouble, please refrain from heavily documenting puppy mischief, especially on a page designed specifically to track the puppy's progress. Yes, puppies sometimes dig in the mud, chew through charging cables or displace an entire box of tissues, but we prefer our puppies maintain a more "professional" presence of social media. Remember: Your GDA|TLC puppy is a guide or service dog prospect in-training, not a pet. Further, should the puppy you're raising go on to become a working guide or service dog, it can be worrisome to our clients to discover a puppy's "troublemaking past."
- 4. Similarly, remember whenever you are in public with your GDA|TLC puppy, and especially when the puppy is in-vest, you are a walking billboard for our organization. Remember that GDA|TLC is a family-friendly organization all posts related to the life-and-times of our puppies-in-training should be family friendly as well!
- 5. Puppy raisers are free to post to their own, personal social media accounts without seeking prior approval from GDA|TLC. However, we ask you still follow the above guidelines and seek to represent GDA|TLC and our puppy raising program in a positive light.
- 6. If the puppy you're raising goes on to graduate as a working guide or service dog, you will have an opportunity to meet the client who has received your dog. Out of respect for our clients, please do not post pictures of the newly formed team without the client's explicit permission to do so.

7. We trust you'll make every effort to show our organization and our puppies in a positive light! We don't anticipate any problems. However, we DO reserve the right to ask that you remove posts or shut down a page if we feel its content is not an appropriate representation of Guide Dogs of America | Tender Loving Canines.

Recommended Hashtags and Best Practices for "@" Mentions:

- 1. When using Instagram, please always include #guidedogsofamerica, even if/when you "@" tag the @guidedogsofamerica account. This makes your post searchable and easier for our marketing team to see and share. When using Instagram Stories, please tag us using the "mention" button.
- 2. When posting on Facebook pages, please tag our @Guide Dogs of America -Tender Loving Canines Account.

Teen Raisers

Puppy raisers under the age of 18 must be accompanied by their legal guardian or under the supervision of the school they are attending when participating in any GDA|TLC-related function/event/meeting/outing/training with their GDA|TLC puppy, including, for example, functions or meetings on the GDA|TLC campus, Area Group meetings, Puppy Kindergarten classes, trainings with Canine Development, etc. Although some puppy raisers under the age of 18 act as the primary caregiver, the legal guardian must sign the Puppy Raiser Contract, agree to be responsible for the dog, and accompany the minor when attending any GDA|TLC-related event.

Puppy Sitting

As a puppy raiser, should you need to attend a function before your puppy is "street legal," or an event that might be inappropriate for the puppy, you have the option of soliciting the help of a puppy sitter to care for the puppy in your absence.

As you attend monthly meetings, get to know fellow raisers, as they are the people you will turn to for puppy sitting. If you're new to the group, or aren't sure who to ask, consult your area leader for suggestions. Once you've secured an appropriate puppy sitter, email Canine Development and Cc: your area leader so we know who is caring for your puppy and when), in your absence.

When looking for a puppy sitter, please consider the following:

- Is a puppy sitter necessary? Puppies-in-training can and should be left home alone for short periods of time. When given a chance to eliminate first, and when properly confined to a crate, a young puppy can hold its bladder approximately one hour per month of age (no more than 4 hours). Creating opportunities for the puppy to be left home alone for short periods is an important step in guarding against separation distress.
- If you'll be away from home longer than four hours and cannot take the puppy, either ask a member of your raiser group to stop by your home to relieve the puppy and offer a mid-day break from the crate or arrange for your puppy to be cared for by a puppy sitter.

When Seeking a Puppy Sitter

- Remember to plan ahead as much as possible and secure puppy sitters early, especially during highdemand times such as the holiday season and during the summer months. In an emergency, please notify your area leader or Canine Development and we will work together to secure a puppy sitter as soon as possible.
- If you are currently working through an ongoing behavioral issue with your puppy, please consult Canine Development for recommendations regarding puppy sitters and share relevant information with the puppy sitter.
- If your puppy is in the care of a sitter on a Puppy Kindergarten class night, look for a sitter willing to attend class with the puppy on your behalf. (You'll still need to audit the session you missed for your own learning, but at least your puppy will have continuity in his early group training.)
- If your puppy will be in the care of a fellow raiser on the 1st or 15th of the month, when medication is due, be sure to bring medication with you and alert the puppy sitter.
- Supply adequate food with feeding instructions, a bowl, crate (if needed), etc.
- Confirm the puppy sitter is familiar with GDA|TLC's after-hours emergency phone number.
- Take care not to abuse a fellow raiser's willingness to puppy sit. Get to know several raisers in your
 group so you can recruit different puppy sitters, as needed. (Potential puppy sitters: It's OK to say,
 "No," if a puppy sitting request is not convenient or if the puppy in question is more than you can
 comfortably handle.)

• When picking up your puppy, remind the sitter to complete a Puppy Sitting Report, even if the sitting assignment was only a few hours in duration. It's helpful for the Canine Development Team to know how the puppy handled the experience, responded to cues given by a different handler, etc. The Puppy Sitting Report is available online under "Raise a Puppy" > "Forms for Current Puppy Raisers."

REMEMBER: Puppies 6 months of age and older can be boarded at GDA/TLC's kennel facility. Ideally, the puppy visits the kennel for an afternoon, followed by a 1- or 2-night stay. This arrangement is in the best interest of the puppy. If a day stay is not logistically possible, initial stays of 1-2 nights are acceptable, unless otherwise advised on a case-by-case basis. When scheduling kennel visits, plan to work up to a minimum of 7 consecutive days by the time the dog is 12 months old.

Guidelines/Requirements for Puppy Sitters

- All puppy sitters must be experienced GDA TLC puppy raisers or approved sitters.
- If a raiser is between puppies s/he must still be actively attending monthly group meetings. "Active attendance" is defined as attending at least six meetings per year.
- If a raiser has been on an extended break from attending meetings, s/he must attend at least three consecutive meetings to become eligible to puppy sit. Actively attending meetings ensures the prospective sitter is aware of program developments to provide consistency when caring for another group member's puppy.
- The total number of dogs in the home, including resident dogs, should not exceed four.
- Intact dogs 6+ months of opposite gender cannot have play dates or be puppy sat together.
- In the case of multiple dog households, the puppy sitter should have adequate management strategies in place to give the dogs a break from each other. This is especially important when placing puppies 16 weeks and younger in raiser homes with adolescent dogs. A multiple-dog household should not feel like an ongoing, indoor dog park!

Links to commonly used Puppy Raiser Forms

- Puppy Sitting Report: https://www.tfaforms.com/4989477
- Boarding Drop-Off Form: <u>Boarding Request Form Guide Dogs of America</u>
- Vet Care While Boarding Form:
 https://www.guidedogsofamerica.org/cms/assets/uploads/2018/04/Vet-Dept-Questionnaire.pdf
- Veterinary Reimbursement Form:
 https://www.guidedogsofamerica.org/cms/assets/uploads/2018/04/Vet-Reimbursement-Form.pdf

DOGGIE LANGUAGE

starring Boogie the Boston Terrier



ALERT



SUSPICIOUS



ANXIOUS



THREATENED



ANGRY



"PEACE!" look av,ay/head turn



STRESSED yav,n



"PEACE!" snltl ground



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STALKING

STRESSED

STRESS RELEASE

RELAXED

whale eve





shake off

soft ears, blinkv eyes



"RESPECT!" offer his back



FRIENDLY & POLITE curved body



FRIENDLY



round puppy face



"PRETTY PLEASE" "I'M YOUR LOVEBUG" belly-rub pose



"HELLO I LOVE YOU!" greeting stretch



'TM FRIENDLY!" play bov,



"READY!" prey bow



"YOU WILL FEED ME"



CURIOUS head lilt



HAPPY (or hot)



OVERJOYED wiggly



