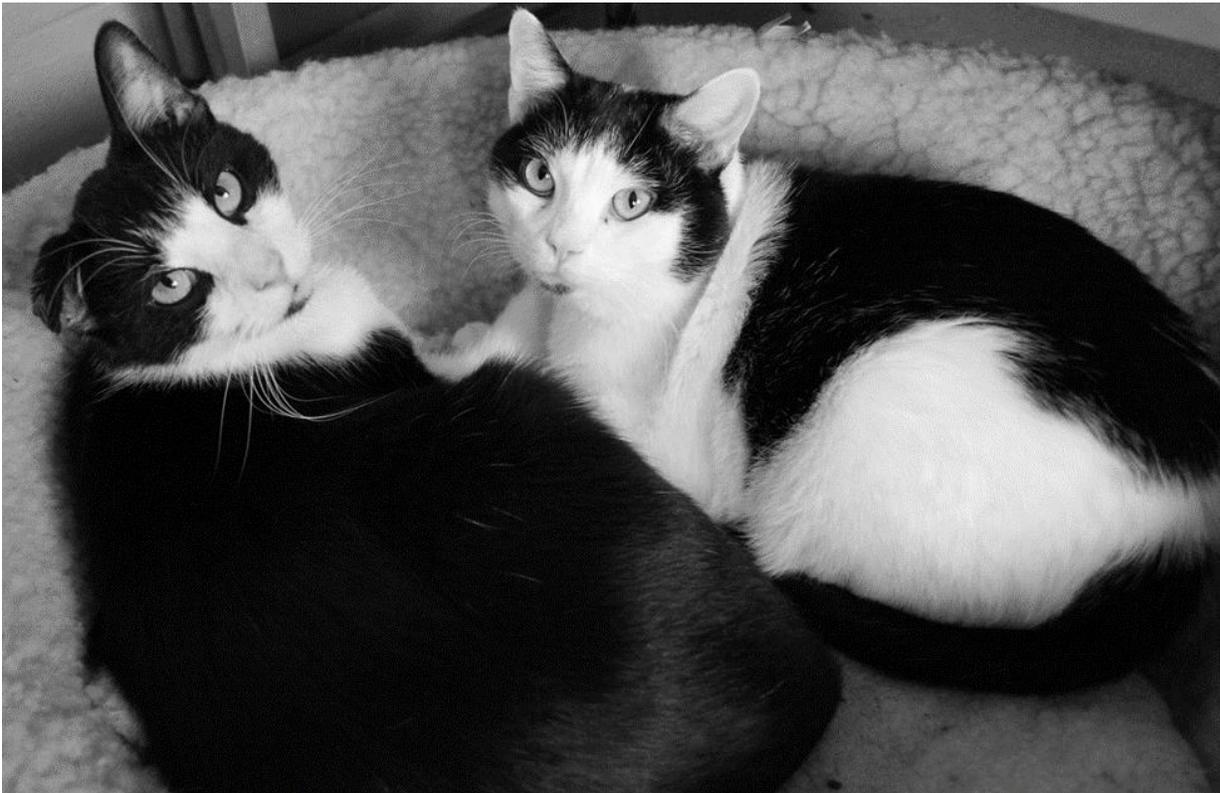


Humane Society of Pulaski County, Virginia



Volunteer Manual

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Dublin, VA 24084

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Introduction to the Humane Society of Pulaski County

Welcome to the Humane Society of Pulaski County, Virginia (HSPCV). We are excited to have you join our team. This manual is for your benefit. We would like our volunteers to learn from us while we learn from you. If you have special skills that can be used to better HSPCV, we encourage you to use them. We also encourage you to learn about the animals and their care and what it takes to help the animals. Being a volunteer at HSPCV is a special job, and we would not be successful in meeting our objectives without you. There are many opportunities here at HSPCV for you to get involved in. We hope that you enjoy your time with us and if you have any questions please feel free to ask. HSPCV was founded in 1979. The current facility, located at 80 Dublin Park Road, Dublin, VA 24084 was built in 2005 and is shared with Pulaski County Animal Control. This allows us to work closely with Animal Control to find many of the county's stray or unwanted pets forever homes. We are a nonprofit organization. We do not receive any tax, federal or state dollars and are funded by donations, grants, fundraisers and fees for services we provide.

Our Mission

The mission of the Humane Society of Pulaski County, Virginia is to advance the welfare of animals in our community.

Our Objectives

- Decrease pet overpopulation by providing education, spay/neuter and adoption programs.
- Prevent animal cruelty and promote the humane treatment of animals through education, animal care and welfare programs, and public relations activities.
- Provide values, educationally focused advice and assistance.
- Our vision is to reduce unwanted pets in our community so that in the future, no adoptable, healthy and/or treatable cats and dogs will be euthanized.

Functions of HSPCV

HSPCV provides food, water, shelter and medical attention for several hundred unwanted stray animals each year. HSPCV places cats and kittens for adoption and assists Pulaski County Animal Control with listing their cats, kittens, dogs, puppies and other domestic animals for adoption or transfer to rescue. Other shelter services include Rocky's Clinic (low cost vaccinations), monthly spay/neuter clinics, community outreach programs, adoption clinics, etc. HSPCV serves the entire Pulaski County, Virginia area. HSPCV operates under the Executive Director who is responsible for the overall operation of the society and reports directly to the Board of Directors.

Pets for Adoption

- Animals are available for adoption 6 days a week: Monday-Friday 10:00 am – 5:30 pm and *by appointment only* Saturday 10:00 am – 1:00 pm.
- Each potential adopter is interviewed and screened to match the needs and temperaments of the pet with the new family. HSPCV adheres to certain adoption requirements and regulations set forth by the Board of Directors.

Lost and Found Pet Services

Pulaski County Animal control is responsible for the intake of new animals.

- All stray pets are held for 7 days if they are not wearing a collar and for 10 days if they are wearing one.
- Attempts are made to reunite pets with owners. ID tags/microchips are traced and the office staff takes lost reports.
- Stray animals can be picked up by their owners during business hours. There is a redemption fee to cover the cost of food, shelter, etc.
- If you find a lost animal please bring it to the Animal Control or Humane Society for the county in which it was found.

Humane Education

HSPCV offers in-house tours and education/training that focuses on responsible pet ownership, the benefits of spaying and neutering, vaccinating, and pet overpopulation.

Cruelty Reporting

Cruelty should be reported to Pulaski County Animal Control or the Sheriff's Department.



HSPCV Staff, Hours of Operation and Phone Numbers

If you would like to reach our staff members, please call 540-674-0089 or email pchsva@gmail.com.

Hours of Operation

Monday –Friday 10:00 am – 5:30 pm

Saturday 10:00 am – 1:00 pm by appointment only

Sunday we are closed to the public. We still have volunteer opportunities on Sunday.

Web Site: www.hsopcv.org

Staff:

Mercedes Safford - Manager

Andy Barnett – Office Staff

Marge Obando – Staff (part time)

Board of Directors:

Elizabeth Wray – President

Dr. Jared Morgan – Vice President

Jill Hellstrom – Treasurer

Brian Huddleston – Secretary

Russ Eller – Member at Large

Cindy Eller – Member at Large

Anita Goodwin – Member at Large

Pam Hall – Member at Large

Sunni Huddleston – Member at Large

Sarah Vaught – Member at Large

Missy Viars – Member at Large

Anthony Woodyard – Member at Large

Volunteers are encouraged to attend monthly board meetings. We welcome your ideas and feedback. Meetings are typically held the second Monday of every month. They are announced in advance and can be found under events on our Facebook page.

Volunteer Information

How to become a Volunteer:

All shelter volunteer must fill out a volunteer application and liability release agreement, have a tour of the facility, and read this manual prior to beginning any volunteer hours. This provides the volunteer the opportunity to learn about the shelter and allows you to decide what types of things you may want to help with around our facility.

The HSPCV staff will let you know what may need to be done when you arrive for your volunteer shift. It is helpful if you can commit to volunteering specific hours each week, but it is not required. If you are completing community service for a school or court obligation, the hours must be scheduled with the Executive Director at least 2 business days in advance. If you are unable to commit to a regular schedule, that is okay. We have many special events that we would love your assistance with and there is always something to be done at the shelter.

What we ask of our volunteers:

1. Take your volunteer commitment seriously. People and animals are counting on you.
2. Be dependable. Use time wisely and constructively to further the mission of HSPCV.
3. Be willing to listen, learn, and work with a positive attitude.
4. Take on only what you can realistically handle. It is better to only offer a little less and be punctual and regular, than to over-commit yourself and find that you are unable to do everything. We do not want to lose volunteers due to burn-out.
5. You must believe in our philosophies and policies inside and outside the shelter.
6. Provide us with feedback, suggestions and/or recommendations to the appropriate staff member.
7. Enjoy your time with us and use your talents to your fullest potential.
8. HAVE FUN!

In return you will get:

1. Licks and tail wags and maybe even doggie kisses,
2. An opportunity to assist our areas voiceless residents.
3. Education about animals through direct volunteer work and educational opportunities.
4. Experience in a variety of job opportunities.
5. The opportunity to develop new skills or polish old ones.
6. Support and feedback from a professional staff.
7. A chance to meet others who share your interests.

Volunteer Bill of Rights

- The right to be treated as a co-worker.
- The right to a suitable assignment with consideration for personal preference.
- The right to know as much about HSPCV as possible, its policies, its people, and its programs.
- The right to continuing education on the job as a follow-up to the initial training, information about new developments, and training for greater responsibility.
- The right to sound guidance and direction by someone who is experienced, well informed, patient and thoughtful and who has time to invest in giving guidance.
- The right to expect that time will not be wasted by lack of planning, coordination and cooperation with HSPCV.
- The right to be heard, to make suggestions, and to have respect shown for an honest and thoughtful opinion.

Volunteer Policies and Procedures

Volunteers are an important part of HSPCV. Your services to the animals and our agency are invaluable. In order to work well with employees and to promote HSPCV in the best possible manner, we ask that you adhere to the following policies and procedures:

1. Responsibilities and Dedication to HSPCV
 - Animals are to be treated kindly, gently and professionally.

- Volunteers must support our policies inside and outside HSPCV.

2. Professional Attitude

- Volunteers are asked to take their commitment seriously.
- Volunteers agree to conduct themselves in a professional manner with the animals, co-workers, and the public.
- Maintain a professional attitude by limiting personal conversation while on duty.
- Must keep all client data confidential. No names of clients are to be discussed outside our organization.
- Be friendly, warm, and courteous to the public and put them at ease.
- Be neat and accurate.
- Ask staff for assistance with any questions to which you are not sure of the absolute correct answer.

3. Attendance

- Each volunteer has made an individual commitment. You have agreed to a certain job, certain hours or shift, and a certain amount of time. You agreed to a commitment. Do not make a commitment if you are unsure.
- In the event of illness and we are expecting you, please call or email the shelter to let staff know that you will not be coming in.
- Please be sure to sign in and out each time you volunteer.
- HSPCVA is closed on Sunday and for all county holidays. Volunteers may still come in on these days. If you are available these days, please let us know.

4. Benefits

- The love and admiration of grateful animals.
- Skills and knowledge you will gain from the HSPCV staff.
- The satisfaction of knowing that with your help, you have given the animals a chance to find a good home.

5. Accidents and Injuries

- Volunteers should carry their own personal liability insurance in the event of any injury on the job. Volunteers are not covered by worker's compensation and will be required to sign a form waiving HSPCV of any/all liability. In addition, any volunteer

who uses their own vehicle to run errands or to transport animals or equipment should be covered by their own automobile liability insurance.

6. Proper Dress Code

- Volunteers are asked to make sure clothing is clean and neat, but something you don't mind getting dirty.
- Volunteers should wear clothing appropriate for working with animals.
 - i. Dangling jewelry can be hazardous.

7. Smoking

- Smoking is not permitted inside the building.
- There is no smoking while walking or handling the animals.

8. Storage of Personal Items

- It is recommended that you do not bring valuable items with you when you volunteer. Purses and other valuables should be locked in your car. HSPCV cannot be responsible for lost or stolen items.

9. Visitors

- Please do not bring visitors with you during the time you are volunteering.
- Please do not bring your pets with you during the time you are volunteering.

10. Inclement Weather

- Snow and ice can be a safety issue. If local schools are closed due to weather, you should call first to verify that the shelter will be open. We will appreciate your help on these days, but we do not expect it.

11. Adopting Animals

- Working with animals so closely can be a very emotional experience. Please make all efforts to be sure that the animal is the right fit for you prior to adoption.
- All potential adopters must complete an adoption application and be approved for the adoption prior to taking an animal from the facility.
- No volunteer should allow a potential adopter to play, walk or meet with an animal unless given permission by the staff.

12. Parking

- Please park on the side of the building or in the spots furthest from the front door whenever possible.

13. Reasons for Dismissal

- Constantly losing an animal
- Failure to follow procedures or code of conduct
- Failure to abide by the direction of staff

Code of Conduct

The activities outlined below are strictly prohibited. Any staff member or volunteer who violates this Code is subject to discipline, up to and including removal from the program:

- Abusive or harassing language towards a staff member, volunteer or another participant.
- Possession or use of alcoholic beverages or illegal drugs on the property or reporting to the shelter or an event while under the influence of drugs or alcohol.
- Verbal, physical or visual harassment of another participant, staff member or volunteer.
- Actual or threatened violence toward any individual or group.
- Conduct that endangers life, safety, health or well-being of others.
- Failure to follow any agency policy or procedure.
- Bullying or taking advantage of any participant.
- Failing to cooperate with a staff member or volunteer leader/mentor.

Conflict Resolution Procedure

It is our hope that you will not need to use this procedure in the course of your time with us. If a volunteer believes that he or she has a work related concern or complaint, the volunteer should first bring the concern to the attention of the HSPCV Assistant Director or the HSPCV Executive Director, either in person or in writing. The HSPCV staff will have five (5) business days to respond back to the volunteer for situations not requiring immediate attention. If the volunteer is dissatisfied with the HSPCV staff response, then the following procedure will be followed:

1. The volunteer must submit a complaint, in writing, to the Executive Director, which will be forwarded to the Board of Directors (BOD). The BOD President will establish a hearing committee consisting of three (3) current Board members.

2. Any member of the chain of response may be present at any hearing resulting from a complaint.
3. The hearing committee, as a part of their investigation of the complaint, may elect to meet in confidence with any parties to the complaint, with the full knowledge of all parties to the complaint.
4. At the time and place established by the Board President, the hearing committee shall meet with the volunteer and listen to his or her complaint. Within ten (10) days after such meeting, the hearing committee shall do one of the following:
 - a. Dismiss the complaint. In any such event, the volunteer will be advised of the dismissal and counseled as to any suggestions for improving the perceived problem.
 - b. Resolve the complaint based on the decision of the committee members. The decision of the committee will be final in all cases.
 - c. Refer the matter to the BOD. In matters involving serious policy, ethical or criminal matters, the complaint will be referred to the entire Board for consideration.

Important Volunteer Information

To prevent the spread of disease and to ensure the good health of all our animals, take time to read the following procedures.

- Animals are not allowed to run loose. There are special exercise areas for the dogs.
- Very strict cleaning procedures must be followed to prevent the spread of diseases. If you are unsure of a procedure, please check with HSPCV staff.
- Be thrifty and don't waste supplies.
- Clean your hands after touching each animal and between rooms. Do not take cleaning items from room-to-room if possible. If you need help locating an item please ask HSPCV staff.
- If you notice anything unusual about an animal, please tell a staff member right away.
- If you are uncomfortable handling an animal, just bypass that kennel. All dogs must be supervised in the dog run area. Do not leave any dogs outside unattended as they dig out or jump the fence.

- Emotional reactions must be expressed in a professional manner. If you have any questions or problems with people or procedures, please speak to a staff or board member.
- It is recommended that you ensure all of your pets are up-to-date on their vaccinations if you will be volunteering at the shelter.



By signing below, I hereby accept a position as a volunteer for the Humane Society of Pulaski County, Virginia upon the following terms, conditions and understandings. I certify that I have read and understand the information contained within this handbook.

Terms and Conditions

1. My services to HSPCV are provided strictly in a voluntary capacity as a volunteer, and without any expressed or implied promise of salary, compensation, or other payment of any kind.
2. My services are furnished without any employment-type benefits, including employment insurance programs, worker's compensation, and accrual in any form of vacation or sick time.
3. I will familiarize myself with and comply with HSPCV's policies and procedures applicable to volunteers. In particular, I understand the HSPCV expects high standards of moral and ethical treatment of the animals under its care. I will adhere strictly to these standards in my capacity as a volunteer.
4. I understand the code of conduct and will abide by it.
5. I understand that my photo may be taken during the course of my volunteer duties and may be used by HSPCV.
6. I understand that HSPCV, without notice or hearing, may terminate my services as a volunteer at any time, with or without reason.
7. I will fill out a volunteer application and liability waiver yearly. I will also review the volunteer handbook yearly.

Volunteer Name (print): _____

Volunteer Signature: _____

Staff Name (print): _____

Staff Signature: _____

Date: _____

Zoonotic Diseases

A zoonotic disease is a disease spread between animals and people. Some zoonotic diseases are very common. The following information is designed as an educational resource for employees and volunteers. If you suspect you may have one of these illnesses, please notify your physician.

Types of Zoonotic diseases include, but are not limited to:

Campylobacteriosis

Gairdasis

Hookworm

Roundworm

Salmonellosis

Toxoplasmosis

Ringworm

Scabies

Bartonellosis (cat scratch fever)

Bordetellosis

Pasturella

Rabies

Leptospirosis

What you can do to prevent zoonotic diseases:

1. Wash your hands thoroughly after handling an animal.
2. Prevent animal waste from building up in the environment.
3. Wear gloves when cleaning up feces or urine.
4. Wear protective clothing.
5. Maintain a regular program of veterinary care for your animals, including parasite control.
6. Avoid being bitten or scratched and keep animals nails short.
7. Don't feed undercooked or raw meat or let animals get into garbage, eat feces or drink from toilet bowls.

Special considerations for immunocompromised people:

Zoonotic diseases may be more severe for immunocompromised people. People at increased risk may want to request to help with shelter needs that do not include handling the animals.

Handling the Animals: Basics

Being a responsible volunteer means keeping your eyes and ears open and using caution and common sense. We want the shelter to be a safe environment for our animals, staff, volunteers, and visitors.

Please DO:

- Report any signs that an animal may be ill to a staff member right away.
- Report all bites, scratches, or injuries to a staff member right away.

Please DO NOT:

- Open a cage that has a warning/quarantine sign on it
- Stick fingers into cages.
- Allow members of the public to stick fingers into cages.

- Put your hand into a cage where an animal is eating.
- Go into isolation areas, or any office where you have not been instructed to go.
- Rough playing is NOT acceptable in a shelter setting.

Preventing the spread of infection:

- Wash your hands after handling an animal and before you touch another animal.
- Do not allow animals to share toys unless they are housed in the same cage.
- Do not let animals come into contact with each other unless they are housed in the same cage.
- Do not let an animal touch another animal's waste.
- Take supplies with you and clean up after the animal you are walking.

Care of Dogs

Please read the paperwork on the front of the kennel every day for each dog you handle prior to taking them out for the day. Check with staff regarding any dog that does not have paperwork on his or her kennel prior to taking the animal out.

Walking Dogs:

- Always assess a dog before opening its kennel. Notice its body language and read the paperwork attached to its kennel carefully.
- While walking dogs, do not let them get within reach of each other.
- Please keep dogs at least 5-10 feet apart at all times.
- Do not encourage dogs to jump on you or bite at the leash.
- We encourage you to take training treats with you on your walk and practice basic training and manners.
- Please notify staff of progress so we can keep the animal's paperwork up to date for prospective adopters.
- Do NOT walk a dog that makes you uncomfortable, or a dog that may be too strong for you to handle.
- Dogs must have a secure collar and leash or a slip leash to be walked. If you are not sure that the collar fits the dog appropriately, please ask staff for assistance.

- Keep the dog close to you and on a short leash while walking through the shelter and when entering or exiting doors.

Grooming Dogs:

- If you think a dog needs a bath, check with a staff member for instructions. Do not attempt to bathe a dog on your own until you have been approved to do so by a staff member. You may brush a dog in the meet and greet room if it is available. Be sure to clean and put away all brushes or combs after use and clean up the area after brushing.

Care of Cats

Do not feed cats unless directed to do so by a staff member. The cats should always have access to fresh water, unless noted otherwise due to medical needs.

Handling Cats:

- Always assess a cat before opening its cage. Observe its body language and make sure it appears to be comfortable with you.
- Never take out a cat that appears to be frightened or upset. You may try to stroke him or her and speak in comforting tones if they will allow.
- If you need to pick up a cat, please do so with the following procedure:
 - Place one hand under the cat's body, behind its front legs, if you are sure the cat is accepting of being picked up,
 - Place the other hand under the cat's hindquarters.
 - Gently lift the cat.
 - Hold the cat against your chest.

Grooming Cats:

- You may brush a cat in the condo, holding (with the door closed) or in the adoption room (with the door closed).
- Please be sure to clean and put away all brushes or combs and to clean the area after use.

Upkeep of General Areas

A clean shelter is a mark of a successful shelter. If the animals are kept in a clean environment, they stay healthy and happy.

Dishes: With so many animals there are always dishes to wash. Please ask a staff member for the correct cleaning procedures before washing dishes, toys, litter pans, etc.

Laundry: There is always laundry to do! Please ask a staff member if you have any questions regarding the laundry procedures. All wash is done in cold water. The settings on the washers and dryers should never be changed. Volunteers not trained in the laundry procedure should not attempt to do laundry.

Garden Upkeep: In the warmer months, we have a lovely flower garden that needs upkeep like preparation for planting weeding, and varying other garden tasks.

Other Areas of Need

We often need assistance with other things that help our shelter to run that are not just centered around our furry friends. There are opportunities for everyone!

Basic Office Duties: Often we can use help making copies, answering phones, filing, taking out the office trash and other basic office functions.

Spay/Neuter or Shot Clinics: We hold as many low-cost clinics as possible to meet the needs of our county's ever growing pet population. We can always use help getting people checked in, pre-op prep, post-op care, and everything in between.

Shelter Photography: Photographers and animal lovers welcome. Shelter photography often takes place early in the morning on the weekend when the shelter is not open for business. This allows for a calmer environment for the animals. We can use help with taking or editing photos, walking animals, keeping their attention, and playing with the animals. Pretty much anything that will result in a cute photo to help them get adopted.

Events/Fundraising: Events outside the shelter are how the shelter raises money so we can continue to operate. Remember, we are not funded by any monies other than grants and donations. We often need help with set up, break down, transporting animals, getting donations and much more.

Canine Body Language

Eyes

When looking at dog's eyes, pay attention to the white part of the eye (the sclera), and consider the focus and intensity of the dog's gaze.

When a dog is feeling tense, his eyes may appear rounder than normal, or they may show a lot of white around the outside (sometimes known as a "whale eye," as shown by the spotted dog to the right.) Dilated pupils can also be a sign of fear or arousal – these can make the eyes look "glassy." These signs indicate that a dog is feeling threatened, stressed or frightened.

A relaxed dog will often squint, so that his eyes become almond shaped with no white showing at all, like this Labrador on the right.

Mouth

A relaxed dog like this Labrador will likely have his mouth open and may be panting, with no facial or mouth tension. The corners of his mouth may be turned upward slightly.

A fearful or tense dog will generally keep his mouth closed, and may pull his lips back at the corners (also known as a "long lip".) He may also be panting rapidly. A panting dog who suddenly closes his mouth in response to something in the environment may also be indicating increased stress. Drooling when no food is present can also be a sign of extreme fear or stress.

A dog displaying a physical warning may start to wrinkle the top of his muzzle, often next pulling his lips up vertically to display his front teeth. This Doberman is displaying this behavior, called an

“offensive pucker,” while standing over a bone. Her muzzle is wrinkled and the corner of her mouth is short and forms a C-shape. This warning often comes with a tense forehead, hard eyes (note her round eyes with a lot of white showing, and the fully dilated pupil,) This dog was also growling when the photo was taken – all very clear warnings to anyone approaching that bone.

Some dogs display a “submissive grin” or “smile”. This is also a gesture where a dog shows his front teeth, but a smiling dog is doing just that. He usually shows a lowered head, wagging tail, flattened ears, a soft body posture and soft, squinty eyes along with those teeth. Here is the same Doberman smiling as she dances around greeting her favorite person – note the softness of her almond-

shaped eyes, with no glassiness and no white showing at all. Teeth don’t always mean aggression – it is important to consider the whole body and the context to understand what a dog is saying.

Yawning and lip licking may be an early sign of stress, particularly when accompanied by a tight mouth and often a whining sound, as this dog is doing. (She is being approached by a new, strange dog.)

Ears

Dogs have a wide variety of ear types. Although it may be easier for us to see ear position in dogs with erect ears, even floppy-eared dogs like Basset hounds can move the base of their ears forward and back to show different emotions – just look at the direction of the base of the ear. When a dog is relaxed, his ears may be slightly back or out to the sides. As a dog becomes more aroused, the ears will move forward, pointing toward a subject of interest. When their ears are most forward their foreheads often wrinkle.



Tail

When observing a dog's tail, there are two things to consider: the position of the base of the tail, and how the tail is moving. A relaxed dog holds his tail in a neutral position, extending out from the spine (the middle photo below), or may be below spine level. The movement may be a loose wag from side to side or a sweeping circular motion. As the dog become more excited or aroused, his tail usually rises above spine level, as the picture to the right shows. As he becomes more aroused, the dog may hold his tail high with little movement, or he may move his tail side to side in short, rapid movements.

A fearful dog will tuck his tail between his rear legs, as the first photo below shows. The tail may also be held rigid against the belly, or wag stiffly.



Hair

Much like your own "goose bumps," the hair can raise along a dog's back when he is upset or aroused. This is also known as piloerection or "raised hackles" and can occur across the shoulders, down the spine, and above the tail. Hackles don't always mean aggression is imminent, but they are an indicator that the dog is excited or upset about something. A frightened or stressed dog may also shed more than usual.

Sweat

Dogs pant to cool themselves, but panting can also be a sign of stress, particularly rapid panting accompanied by a tight mouth with stress wrinkles around it. Dogs also have the ability to sweat through their paws. You may notice a dog leaving wet footprints on the floor if he is particularly upset.

Overall Body Posture and Body Movement

When initiating play, dogs often start with a play bow, as shown to the right, and generally follow up with

exaggerated facial and body movements.

A playful dog's body movement will be loose and wiggly, with lots of movement and brief pauses during play. A dog who seems stiff, moves slowly, or who keeps moving away may not be interested in social interaction with this playful dog. Looking away, sniffing, scratching, lying down, or other avoidance behaviors may also indicate that the play session is over.

A fearful dog may lean away, lean back, tremble, crouch, lower his body or head, or roll onto his side or back. Often, his eyes will often be fully open with large pupils, his forehead will be wrinkled, and his tail will be lowered or tucked. An extremely fearful dog may freeze completely or frantically try to escape, and he may urinate or defecate when approached.

A dog displaying aggressive body language will look large, standing with his head raised above his shoulders. His body will be tense, with weight either centered or over all four feet or leaning slightly forward onto the front legs. He may also have a wrinkled muzzle, a short lip and a hard eye.

The Confident Cat

The confident cat purposefully moves through space, standing straight and tall with tail erect. He is ready to explore his environment and engage those he meets along the way. His upright tail signifies his friendly intentions, while his ears are forward and erect adding to the cat's alert expression.

The Confident Cat at Ease

When relaxed, a confident cat stretches out on his side or lies on his back exposing his belly. He is in a calm but alert state and accepts being approached. His entire posture is open and at ease; but beware, not every cat that exposes his abdomen will respond well to a belly rub. Some will grasp your hand with their front paws, rake your forearm with their hind feet and bite your hand.

Distance Reducing Behaviors

Distance-reducing behaviors encourage approach and social interaction and are meant to telegraph to others that the cat means no harm. The act of rubbing against a person's hand or another cat (scent marking)

to distribute glandular facial pheromones from the forehead, chin or whisker bed is calming and seems to guarantee friendly interaction immediately afterward. The tail is usually held erect while the cat is scent-rubbing.

Distance-Increasing Behaviors

The goal of distance-increasing behaviors is to keep others from coming closer. Aggressive interactions are avoided when the warnings are heeded. Conflicted cats lack the confidence to stare down and charge others. Instead, they assume a defensive threat posture, warning others away by appearing as formidable as possible by arching their backs, swishing their tails, and standing sideways and as tall as possible. Fear and arousal causes their fur to stand on end (piloerection) and pupils to dilate.

The Anxious Cat

When a cat becomes anxious, he crouches into a ball, making himself appear smaller than usual. Muscles are tensed and the cat is poised to flee if necessary. The tail is held close to the body, sometimes

wrapped around the feet. The head is held down and pulled into the shoulders.

Defensive Aggression

The pariah threat is another distance-increasing posture. When a cat determines that he cannot escape an unwanted interaction with a more dominant animal, he prepares to defend himself. The ears are pulled back and nearly flat against the head for protection and the head and neck are pulled in tight against the body. Facial muscles tense, displaying one weapon - the teeth. The cat rolls slightly over to one side in order to expose the rest of his arsenal - his claws. He is now ready to protect himself.