## LOW-COST SHELTER ENRICHMENT

## BOREDOM BUSTER PROGRAM



This booklet is best viewed in electronic format.
If you are viewing a printed version you will not have access to the informational links. For ease of navigating the print version, we have added footnotes that contain the website locations for the in-text links.

You can access the electronic version here:
https://www.farsidejourney.org/enrichment-link

## Dedication



Creating this collage was part of our "Bobby" assignment

In July 2018, I attended the Maddie's Dog Foster Program Apprenticeship ${ }^{1}$ at APA!' ${ }^{\text {and Austin Animal Care Center }}{ }^{3}$ in Austin, Texas. During the weeklong apprenticeship program, the participants were asked if they would take one of the dogs on an overnight outing. My roommate and I took Bobby. Bobby was a heartworm ${ }^{4}$ positive, longterm resident of the Austin Animal Center.

It was explained to us that Bobby did not "show well" in his kennel and this, along with being heartworm positive, put Bobby at a disadvantage for being adopted. We were asked to confirm that we were comfortable handling a dog exhibiting challenging behaviors. We both immediately agreed and set off to locate Bobby.

As we approached Bobby's kennel, he was acting like a deranged lunatic-jumping all around, running up the walls, barking, and drooling. I stepped in cautiously and attempted to get the harness around his body. After a few failed attempts at latching the harness and a muzzle punch, I finally succeeded. We stepped outside the kennel and an almost immediate transformation occurred; Bobby was such a good boy from that moment until the moment he had to return to his kennel. We went to lunch and then dinner. We walked to the Congress Avenue bridge and watched the bridge bats. We all had a goodnight's sleep and Bobby was treated to a Puppuccino the next morning. We took Bobby out to lunch and dinner a few more times during our stay. We each considered taking Bobby home with us, but realized it just wasn't possible. It was very difficult to leave Bobby at the Care Center and there were a lot of tears when we had to say good-bye. The following week, we were informed that Bobby had been adopted and was going to start heartworm treatment. This news caused more tears, but this time they were happy tears!


The Boredom Buster Program is dedicated to all the Bobbies that at this very moment are acting like deranged lunatics inside the confinement of a kennel. They are mentally and physically suffering, and it is our responsibility to go beyond the basics of humane care and provide them with the mental and physical stimulation necessary to survive their time in confinement.

[^0]${ }^{4}$ https://www.avma.org/public/PetCare/Pages/Heartworm-Disease.aspx

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## Acknowledgments

This booklet and the Boredom Buster Pilot Program was made possible by a grant from Maddie's Fund.

Maddie's Fund $\mathbb{R}^{6}$ is a family foundation created in 1994 by Workday ${ }^{\circledR}$ co-founder Dave Duffield and his wife, Cheryl, who have endowed the Foundation with more than $\$ 300$ million. Since then, the Foundation has awarded more than $\$ 225.7$ million in grants toward increased community lifesaving, shelter management leadership, shelter medicine

\#ThanksToMaddie education and foster care across the U.S. The Duffields named Maddie's Fund after their Miniature Schnauzer Maddie, who always made them laugh and gave them much joy. Maddie was with Dave and Cheryl for ten years and continues to inspire them today.

Maddie's Fund is the fulfillment of a promise to an inspirational dog, investing its resources to create a no-kill nation where every dog and cat is guaranteed a healthy home or habitat. \#ThanksToMaddie.


A special thank you goes to Los Angles Animal Services ${ }^{7}$ (LAAS) for allowing the Boredom Buster Program to be piloted at the Chesterfield Square Animal Care Center. ${ }^{8}$ The Chesterfield Square Animal Care Center is one of the largest and busiest municipal shelters in the nation. They welcomed the Boredom Buster Program and worked with their volunteers to implement the pilot program. The staff and volunteers are amazing, compassionate, and caring individuals. It was a pleasure working with them.

FAR Side Journey's ${ }^{9}$ mission is to develop innovative ideas that can be used as resources by rescue organizations and shelters. The Board Members were very enthusiastic about the Boredom Buster Program. Their on-going support and encouragement is appreciated.


Foster Adopt Rescue

[^1]
## Introduction

Enrichment activities are a crucial component in all shelter environments. Unfortunately, many shelters are not funded and do not have the resources to develop and manage robust enrichment programs. Regardless of the constraints, enrichment programs should be implemented, in some form, in all shelters. The Boredom Buster Program was created to provide shelters with a simple, cost-effective, and customizable enrichment program. The Program attempts to consolidate existing enrichment activities into a single resource, along with ideas on how to structure a low-cost enrichment program that can be implemented on any budget.

## Enrichment Defined

Enrichment ${ }^{10}$ as defined by the Association of Shelter Veterinarians is a process for improving the environment and behavioral care of confined animals within the context of their behavioral needs. The purpose of enrichment is to reduce stress and improve wellbeing by providing physical and mental stimulation, encouraging species-typical behaviors, and allowing animals more control over their environment.

Enrichment is not a substitute for moving animals out of shelters and into homes. Even the best enrichment program will not overcome the need for companion animals to be in a home. The program is intended to enhance and maintain an animal's behavioral health while temporarily housed in a stressful shelter environment.

## Purpose

The Boredom Buster Program is a strategically designed combination of various enrichment activities that focus on the mental and physical wellbeing of companion animals housed in shelters. This is accomplished by providing a variety of enrichment activities that are labeled so that shelters can select the activities that fit their organizational structure and needs. Understanding that most shelters do not have the resources to manage a comprehensive enrichment program without relying on their volunteer base, the program is developed with this restraint in mind and has put great effort into designing the program to require minimal staffing effort while maximizing volunteer involvement with the program.


10https://www.sheltervet.org/assets/docs/shelter-standards-oct2011-wforward.pdf

## Benefits

Benefits of providing shelter enrichment include a reduction in stress, behavioral deterioration, and euthanasia, while increasing staff and volunteer engagement. Positive changes will consist of a reduction in stress behaviors such as fear, boredom barking, destructive chewing, and spinning or circling action patterns. More animals will exhibit relaxed body postures, calmer demeanors, and interest in appropriate social interaction. It is critically important to monitor the program to ensure desired outcomes are achieved. Regular assessments will ensure that any necessary corrections are noted and addressed in a timely fashion. Monitoring should occur both on a programmatic level, as well as an individual level, to be sure the overall goals are met.

## Monitoring

If not currently trained, staff and volunteers will need training to understand basic animal behaviors and how they can be affected by enrichment. This should include training on how to identify and understand transitional behaviors that are indicative of achieving the desired effect. A staff person will need to be assigned to have primary responsibility for implementation and oversight of the program to ensure proper training and program management.

## The Program

The enrichment activities are broken into two levels. The levels include the Staff Resource Requirement Level and the Volunteer Difficulty Level. These levels identify the amount of staff resources necessary and the level of volunteer training and experience required for each enrichment activity. The two levels are used together to determine the total resources required for each activity. You will notice a number and letter next to each enrichment activity in this booklet. These descriptors refer to the staff resource requirement and volunteer training requirement. Using this system, an enrichment program can be customized to match the available resources at your shelter.

Whiteboards (Appendix C \& Appendix D) or calendars (Appendix E) are used to track and assign activities and to facilitate easy activity selection for volunteers. Volunteers use the whiteboard or calendar to find the activities that match their training and experience level. The activities that match each volunteers training and experience level are the activities each volunteer has been pre-approved for participation.

## Staff Resource Requirement: Levels 1-3

Levels 1-3 are used to identify the necessary staff time allocation for each activity. Staff resource requirements include tasks such as cleaning up after an activity, assisting in preparing an activity, and participating in an activity. The shelter manager assigned to the program is not included in the staff resource requirements.

- Level 1: no staff time required.
-Level 2: less than one minute of additional staff time within the existing routine.
-Level 3: the most time consuming with more than one minute per animal required either inside or outside of the existing routine.

Existing routine includes tasks that are already included staff's daily assignments.

## Volunteer Training Requirement: Levels A - C

Levels A-C are used to identify the level of volunteer training and experience required to participate in the activity. This is helpful to identify which volunteers can participate in what activities. The levels are for direct participation in the activities and do not include volunteer training.
-Level A: volunteers have no contact with animals. This level can even include the public.
-Level B: volunteers have contact with animals and are required to enter kennels.

- Level C: yard or outside shelter activities that require volunteers that are trained and experienced in taking animals out of the kennels and off-site.



## Enrichment Activities

The list of enrichment activities was determined by keeping in mind the resource constraints, both funding and personnel, that shelters must consider when implementing new programs. The activities range from those requiring minimal resources to those that are more extensive in terms of resource requirements. It is possible to start the program with just one activity. The program design makes it easy to add or

Boredom Busters is a great activity for volunteer engagement, because there are activities for all levels of volunteer training. It was integrated into the very first day of training for new volunteers, so they could immediately have a positive impact on the lives of the dogs in our care.

C Almos (Volunteer Coordinator) remove activities to continue to meet the needs of any shelter environment. Regardless of how many activities are identified to start the program, shelters are encouraged to continue to grow the amount of activities and expand the program. If program growth is not possible, then occasionally switching the activities will keep it interesting for the participants.

Note that many of the enrichment activities contained in this booklet have been used for many years and by numerous organizations. They were not developed specifically for the Boredom Buster Program, and we are in no way claiming credit for any of the activities. Many different individuals have created them over the years, and we expect that new activities will continue to be developed by innovative animal community members. If you are aware of an activity that should be credited, please let us know and we will update this booklet. Enrichment activities that are noted with an asterisk were used in the pilot program.


I enjoyed getting busy bags delivered to my kennel during my stay. I had so much fun tearing and ripping the bags, almost as much as I enjoyed the yummy treats that were inside. It sure does help me pass time while I am waiting for my new home. I would recommend this program to all of my canine friends.

## What's That Smell (1A)*

A variety of essential oils and food scented sprays are spritzed into kennels daily. Only use dog safe scents. Extracts mixed in water and dry spices are perfect for this activity. Synthetic prey scents can also be used. Switch it up and sprinkle herbs on bedding and stuffed toys. (Appendix F)


## Break Time (1A)

Visual barriers are a great low-cost way to decrease stress and reactivity. Blankets and clips are used to cover the front of the kennel during high noise and traffic hours. This activity is best used for animals that are showing signs of reactivity. Placing an object like a blanket between the dog and the cause of the reactivity can provide a needed break. With a little creativity the barrier can become a piece of art. A simple message on the barrier can help visitors understand why the barrier is in place and who to contact if they want to get more information on the dog behind the "curtain."

## Music to Mutt Ears (1A)



Research shows that classical music and even reggae can calm shelter dogs. Natural sounds may also provide an interesting audible experience. iCalm Pet ${ }^{11}$ has music, speakers, and streaming and downloadable recordings that are psyco-acoustically designed for dogs.

Try making your own playlist and use portable audio players by placing them near individual kennels or in areas that allow an entire bay or zone to enjoy the music.

Switch it up and use white noise machines. This activity is best implemented in a small indoor environment. Large and outdoor kennel areas are too noisy for this activity unless they were designed to enable broadcasting of music.
iCalmPet generously donated CD's to the Boredom Buster Program.

## Protein Boost (1A)

Place a hard-boiled egg in the kennel and let the dog investigate. Most dogs will enjoy rolling the egg around until it breaks and then enjoy the tasty treat inside. The shell contains calcium and can also be ingested. Due to the confinement of egg-laying hens, some may find this activity objectionable. Range-free eggs can be used, albeit at a higher cost. More on egg safety. ${ }^{12}$

## Storytime (1A)*

Have a book library available in the volunteer room and/or encourage volunteers to download books to their mobile devices (audio books also work great). Volunteers sit outside the kennel and read for 10 minutes then move to the next kennel. They continue until they complete a bay of kennels. The dogs might bark at first, but soon most of them will settle down, relax, and listen to the story.


Mix it up by welcoming the community to read to the dogs and other animals. This type of program is offered at the Chesterfield Square Animal Care Center, by Amanda Watts, founder of The Watts Project. ${ }^{13}$ Amanda sets up a reading event a few times each year. It is always a hit with everyone that participates, not to mention the dogs, cats, and rabbits that get to listen to the children read to them.

## Click \& Treat for Quiet (1A)*

If a dog is barking, wait for a bit until the barking stops, even if it's only for a second. Click, treat, and move on. If a barking dog stops when he sees you, click and treat. Wait a few seconds, click and treat again if he remains silent. If a dog barks persistently, don't look at him and walk away without clicking or rewarding with a treat. An exception for persistent barkers is to click and reward if they look away, lie down, or backup. Switch it up by clicking for all four paws on the ground ("Four on
 the Floor").

[^2]
## Feeling A Little Bubbly (1A)*



We all love bubbles, and so do dogs. They really enjoy popping the bubbles or investigating bubbles that have made touchdown near them. Bubbles even come in a variety of flavors such as peanut butter, bacon and fruit flavors. This activity can be done in the kennel or in a play yard. Are bubbles safe for dogs? ${ }^{14}$

## Let's Get Visual (1A)

Provide items of visual interest outside the kennel but in a location where the dogs can make visual contact. The best items are those that constantly move such as mobiles, lava lamps, motion toys, and baby visual activity screens. Wind chimes and other wind-driven items also work great.

## Bedding (1A) or (1B)



This activity entails a quick walk of the kennels to check on the condition of the bedding. Bedding should be provided in each kennel unless restricted by the shelter veterinarian. Regardless of the bedding being raised or at floor level, it must be easily accessible. It is also important to keep in mind that bedding is going to be treated as the dog's territory, and care should be taken when conducting activities near the bedding. This activity ensures that all kennels have appropriate bedding and that it is not soiled, ripped, or unusable.

## Free Play (1C)

Free play is a great activity to provide cognitive enrichment and socialization. Take a dog to the yard and interact using tug ropes, Frisbees, balls, etc. Rotate dogs on 15 -minute intervals. Using multiple volunteers to get dogs from kennel to yard will maximize the number of dogs that can participate. This is not a playgroup type activity. It is intended for a single dog and should not be used with
 multiple dogs due to the use of potential high-value items.

[^3]
## Dog Massage (1B) or (1C)

Bring in a dog massage therapist to train staff and volunteers on basic massage methods. After training, the volunteers and staff can use their skills to massage dogs either inside or outside their kennel.

## Flirt and Chase (1C)

This game is great for getting dogs interested in play and it is a great form of exercise. You should have a variety of different toys to attach to the flirt pole. Use the flirt pole to move the toy around the ground in unpredictable motions. Once you have the dog's attention, make sure to let him capture the toy occasionally. To release the toy toss the dog a treat.


## Quiet Time (1C) or (3C)



Encourage staff and volunteers to take a dog to a quiet space and spend time relaxing and enjoying the stress-free quiet environment. This activity is great for all dogs, but those that do not know how to "turn off" will gain the most benefit from quiet time. If a dog is having difficulty settling down during this activity, do not interact with them, just remain calm and settled yourself. When you notice settling behaviors such as lying down or sitting still, treat them. Switch it up by petting and groom during quiet time.

## Smear it Up (2A)

Take a small amount of thick creamy food such as peanut butter or cream cheese and apply it to your finger, then smear it on the kennel door in a location the dog can access and lick the tasty treat off. This is a quick and not too messy way to provide enrichment to a large number of dogs while in their kennels.


## Party Kong Style (2B)*



Keep a supply of frozen Kongs handy so volunteers have access to them. Volunteers should clean and re-stuff them when needed. This can be a group or individual activity. Distributing Kongs by area limits the number of Kongs that need to be cleaned and stuffed, which is more manageable than having $100+$ dirty Kong's that need to be prepared. Make sure Kongs do not go down your drains. Kong Cares.

## Tubular Treats (2B)

Take milk containers, PVC pipe, or treat dispensing toys and fill them with treats, then hang them inside the kennels so the bottom of the dispenser is at nose height to the dog. Make sure all containers have been thoroughly cleaned. Cut a few holes so the treats can fall out. You can also smear peanut butter on the holes. Just make sure you do not make it impossible to get a treat out of the container. Switch it up by making drip bottles that are filled with liquid, then frozen and hung so they drip the liquid out through the melting process.


## Pupsicles and Melt-away Glaciers (2B)*



Great activity for hot dogs on hot days. Pupsicles can be made using ice trays, Dixie type cups, or any other small freezable container. Just fill with yummy stuff, stick a biscuit "handle" in and freeze. A close cousin to the Pupsicle is the Melt-away glacier which can be created using larger containers or buckets. Due to the "glacier" size of this alternative, you can add extra surprises such as toys. Both can be layered with different types of yummy goodies. Be mindful of the amount of treats dispensed during these activates because they can easily add up to a full meal.

Throughout the various Boredom Buster activities, I have seen a huge shift in personalities of many of the animals, especially the older and larger dogs. Recently, we had tried interacting with a dog that continually barked and growled whenever someone approached his cage. The moment we started blowing bulbs into his kennel, he stopped and instantly let down his walls, playfully chasing the bubbles around his cage. His entire demeanor changed, knowing we were there to help him. Interactions such as these are what I find most rewarding about the Boredom Buster Program.

- Alex F. (Volunteer)


## Brush Down (2B) or (2C)

Just brushing a dog's coat will provide socialization, and it will also distribute oils over and aerate their skin and fur, which helps with circulation and leads to a shiny, healthy coat.

## Ball Pit/Sand Pit (2C)

Using a ball or sand pit, you can bury treats and let your shelter buddies dig around to find the hidden treasure, which encourages them to think and to be physically active. Simply fill small pools with sand or balls and hide treats.

## Paws On The Wall (2C)

This activity is a bit messy but provides socialization, and the final product (paw prints) can be displayed on each artist dog's kennel. Finger paint and paper is perfect for this activity. You can also use clay to make an impression. These pieces of art can go with the dog when it is adopted.


## Grooming (2C)

Often, only animals that are extremely matted get to be groomed due to medical necessity. There just is not enough time or funding to bathe and groom each animal that comes through the door. However, there may be local groomers that will donate or discount their fee to help homeless animals. Check around and find a few local groomers who are willing to spend a day or more each month to groom some of your animals. They can also train volunteers on basic dog bathing. This activity provides interaction and also often needed relief from fleas, matting, itching, and other hygiene issues.

## Senior \& Medical Dress-up Photo Day (2C)*

Senior and medical dogs should be included in enrichment activities. They are often forgotten because they are out of sight in the medical ward. They are also often overlooked by potential adopters because most people want younger dogs or dogs that do not have medical issues. It is important to get this population as much exposure as possible. A great way to make this happen is to have a weekly dress up and photo day. This activity provides these dogs with both enrichment and exposure.


This activity was not on our original list. Joy F. is a volunteer and the Chesterfield Square Care Center, and she spends every weekend working with and dressing up the senior and medical needs dogs. She is one of the most devoted volunteers I have ever met.

It is because of Joy's commitment to this special population of dogs that I realized what she has been doing for years is an enrichment activity, even though I have never heard it officially called enrichment. I have seen, first-hand, the impact this activity has had on these special needs dogs. You dress them up and put them together to play, and they transform into these adorable and adoptable sweethearts. This is one of my favorite enrichment activities.

It is a simple and fun activity. All you need are volunteers and some dog clothes. Volunteers take these special needs dogs into the yard, dress them in cute dog clothes, and take photos and videos of them interacting with each other and with the volunteers. Often, the volunteers use the photos and videos to create cute, heartwarming stories about these dogs and then post them to social media. The social media stories posted by volunteers get these dogs into the public view. It only takes one person to see them
 and fall in love. Look at these pictures... who would not fall in love?

## Busy Box/Bag (3B)*

I participated in assembling and passing out Busy Bags and it was amazing to hear the quiet in the kennels when all the dogs got their
bags. They were thoroughly engaged by the activity, which I know was a welcome break from the boredom and loneliness that must inevitably come with being kenneled.

- C Almos (Volunteer Coordinator)

Busy boxes and busy bags are so easy to make and can be created by volunteers and stored for a day or two or given immediately. Get some brown lunch bags, empty paper towel rolls, cardboard shipping boxes, etc. and then fill them with yummy treats. You can use biscuits, cheese, applesauce, whip cream, meat products, and spices just to name a few. Many dogs love to shred the boxes and bags, which may be of concern to your staff. However, once cleanup is incorporated into the routine, it will become just another part of the job.

## Day \& Overnight Foster (3C)

Allowing staff and volunteers to take dogs off-site provides one-on-one time while getting the dog away from the hustle and bustle of the busy shelter environment. Have "adopt me" bandanas, leashes, and/or clothing on hand for this activity. Try taking a dog to lunch or to run errands. You can even take a dog on an overnight adventure. The goal is to get them out and about, seeing and experiencing new things. (Best Friends, Enrichment for Dogs in Shelters). ${ }^{15}$


As part of the Dog Foster Apprenticeship Program we were assigned the homework of making a flyer or video. This is the video we made for our overnight foster dog Bobby. Youtube link.

## Playgroup (3C)

Only experienced and trained volunteers should lead playgroups, and it is highly recommended that staff also participate in playgroup activities. Through socialization, mental stimulation, and physical exercise, Playgroups can increase the quality of life for shelter dogs. Playgroups also give staff and volunteers insights into the personality of individual dogs. Before any playgroup is implemented, it is important to get proper training from any of the available playgroup training providers. We are partial to Dogs Playing For Life (DPFL). ${ }^{16}$

## Mind Your Manners (3C)



Teaching basic commands such as sit, stay, and heel will provide mental stimulation, physical activity, and it may help increase adoptions. This activity can be in a group or one-on-one setting. Led by a trainer at first and held regularly, both volunteers and staff should participate, and each is responsible for bringing a dog to the class. The added advantage of a group setting is that it cultivates teamwork between volunteers and staff. Once volunteers have an understanding of the basic commands, they can work one-on-one with individual dogs. Commands, language, and gestures should be used consistently to keep from confusing the dogs when being trained by multiple individuals.

[^4]
## Other Considerations

## Disclaimer

This booklet was developed for educational purposes only. All enrichment, socialization, and training programs have inherent risks of personal injury and should be implemented and carried out by trained personnel and volunteers. It is up to each organization that implements any of the techniques in this booklet to provide proper training, management, and oversight of their program. FAR Side Journey Incorporated and any of its affiliates shall not be held liable for any injury or damage resulting from any enrichment, socialization, or training program modeled on the activities or techniques contained in this booklet.

## Veterinary Approval

Get approval from the shelter veterinarian before implementing any activities in this program. Develop and implement a plan to ensure your staff and volunteers are properly trained in each activity. Make sure dogs that are selected for the program are healthy and behaviorally ready for participation.

## Mindfulness

The primary goal of enrichment is to increase mental and physical stimulation. However, some animals benefit from enrichment strategies that reduce stimulation. Some high energy and/or extremely athletic dogs may benefit from additional enrichment in the form of increased mental and physical exercise. Other dogs will be too fearful to find certain activities an enriching experience. This could change during the course of their stay, so this could change in the course of the stay, so it is important to take into consideration the current emotional state and observed behavior of individual dogs when selecting enrichment activities. If animals exhibit behavior such as rough play, or mouthy behavior, limit direct contact to skilled staff and volunteers. Be sure to post clear, noticeable signage to indicate which animals require designated handlers.

## Volunteer Engagement

Volunteers are the lifeline of enrichment programs. Consideration should be given to incorporating your enrichment program into the volunteer initiation and training process.

Having a few lead volunteers assigned to the program will help keep the activities organized and properly tracked. Volunteers can also help with inventory and reminding staff when supplies are running low.

## Activities Involving Food or Toys (High-Value Items)

The food dispensing activities in the program are great for mental stimulation, and they increase the time during the day when a dog is engaged in enrichment activities. Be sure to start with easier activities that ensure success; too difficult of an activity can increase frustration and stress.

To keep dogs safe, use only dog safe food, toys, and other enrichment items. Your veterinarian can approve a list of items for this type of use. Also, enrichment activities that involve food and toys should not be used in areas containing, or accessible to, more than one dog. As part of your training program, volunteers and staff need to be properly trained on interacting with a dog that has a high-value item and the potential for resource guarding.

## Wish Lists

The importance of an uncluttered wish list cannot be overstated and is often underestimated. Amazon Wish Lists are used to reach the community and let them know what items are most needed. However, sometimes wish lists can become too cluttered and overwhelming to navigate. Take the time to review your wish list(s) and make sure it contains only the items that are needed to help the animals in your care. Remove items that are no longer needed or items that have been on the list for a long time but are not being purchased by supporters. Keep items interesting by adding notes such as "needed for enrichment activities" or "Buster really wants this ball," etc. Promote your wish list by adding

by amazon signage at the shelter, a wish list related flyer in your adoption package, on your social media channels, and at adoption events. Don't forget to share your wish list with your rescue partners. They receive community donations and can't always use everything they receive. While they may always not purchase directly off your wish list, but if they know what you need and they have surplus they may be able to help.

## The Pilot Program

This Pilot Program was made possible by a grant from Maddie's Fund. Maddie's Fund Innovation Grants are awarded to organizations with innovative solutions and creative thinking. They believe that solutions to the barriers, challenges, and obstacles on the path to a no-kill nation already exist and by collaborating, testing, and sharing those solutions is the way to guarantee all of our country's dogs and cats a healthy home or habitat.

## Getting Started

We presented LAAS with the Boredom Buster Program and told them that we wanted to pilot the Boredom Buster Program at a busy municipal shelter and that the Chesterfield Animal Care Center was the perfect location. After receiving their approval, we met with the shelter managers and developed a plan for the pilot period. The pilot program ran for four-months.

We are very appreciative to the LAAS General Manager, Brenda Barnette and the Los Angeles Animal Services Board of Commissioners for providing us with the opportunity to pilot the Boredom Buster Program at the Chesterfield Square Animal Care Center.

## Supplies Provided

The grant allowed for the purchase of a freezer for the Kongs and other frozen treats, along with items needed to implement the selected enrichment activities. These items included Kongs, bubbles, various essential oil fragrances, spray bottles, brown lunch bags, small cups, toys, volunteer snacks, dog treats, peanut butter, broth, and other dog-friendly edible items.


## Measurement and Evaluation

Measurable methods were developed to help determine the overall success of the program. As with any plan, we had to modify the methods to match the actual conditions of the program. We are including all of the measurement methods that we wanted to evaluate, along with information on what worked and what did not work. We hope this information will be useful to other organizations that implement the Boredom Buster Program or any type of enrichment program.

## Selected Activities

The Chesterfield Square Animal Care Center staff selected the following activities to be included in the pilot program:

My favorite enrichment activities are the
Bubbles, Pupsicles, and Busy Bags. I enjoyed watching the larger dogs tear the bags to get the peanut butter and the treat. Seeing their little noses with smeared peanut butter was a treat in itself. Bubbles were also amazing to watch when you had a large dog jumping and trying to bite them to pop. The volunteers think it is the cutest thing and so does the public. I enjoyed watching the public laugh while some
of our goofiest dogs try to pop bubbles:) Pupsicles are an awesome treat specially on a warm day. I enjoyed watching the dogs try to figure out what they were until they got a taste. Looking forward to making more pupsicles in the upcoming summer season!

- Senior \& Medical Dress Up Photo Day
- Busy Bags

They also decided that the Volunteer Activity Reports (VAR) (Appendix A) and an Enrichment Whiteboard (Appendix C) would be used to track the program's progress. Ultimately, both of these tools were modified to meet their specific needs (Appendix B \& Appendix E).

## What Worked

## Volunteer Activity Reports

The program was monitored by requiring volunteers to complete Volunteer Activity Reports (VAR) (Appendix A). The original VAR was modified for the Pilot Program (Appendix B). The volunteers were trained to complete a VAR each time they participated in Boredom Buster activities, and they were required to complete a VAR when they participated in the enrichment activities. The information gathered on the VAR's included the type of activity and behavioral observations before and after the activity. Examples of desired outcomes are a dog going from cowering in the back of the kennel to approaching in a calm manner, or a dog exhibiting action pattern repetitiveness going to a lesser or nonexistent level of this behavior.

Use of the VAR ended up being the best strategy for measuring the program. The volunteers reported that the form was easy to use and did not take long to complete for the most part (see concerns below). We received hundreds of VAR's, each containing valuable information on specific behaviors as the dogs in engaged in enrichment activities.

The concerns with the VAR were that the volunteers were not closely monitored, so it is impossible to be assured they were using them regularly and, due to the sheer number of animals at Chesterfield Square, it was time-consuming for the volunteers to track each dog. They instead started tracking by zones. The VAR was modified for this change and this hampered our attempt to gather information on individual dogs. Even so, the information that was gathered provided insight that can be used to refine the program.

Following are examples of volunteer observations and comments submitted on theVAR's:

| Activity | $\underline{\text { Before }}$ |
| :--- | :--- |
| Click \& Treat for Quiet | Barking aggressively |
| Click \& Treat for Quiet | Shy/quiet/in cubby |
| What's That Smell? | Barking \& growling |
| Feeling A Little Bubbly | Sitting in back looking at me |
| Busy Bag | Timid and confused |

## Number of Canine Participants

Tracking the number of canines in the program was a bit more challenging than we had expected. However, we were able to use the VAR's and staff observations to glean an approximate number of participants. We were also hopeful that we would be able to get an idea of how many hours each canine participated in the program. This was not possible due to the limited amount of resources. However, we were able to extrapolate an approximate amount of total hours of participation. Based on the four-month program, we determined 360 canines participated in the program, equaling a total of 4,347 hours of direct canine participation and enrichment.

## Cost Per Canine

Cost per canine was measured by dividing program expenditures during the four-month pilot period by the number of canines that participated. We believe this is an important measurement because it is vital that other municipal shelters interested in implementing this program understand the cost and funding requirements. We believe this figure can be used in budget requests for funding justification of enrichment activities. The total cost per canine participant was $\$ 10.55$ or $\$ 2.64$ per month.

The cost per canine was calculated during the four-month period only. There were expenditures that occurred outside of this period. For transparency, the grant award was $\$ 5,000$, of which during the four-month period $\$ 3,797$ was expended in direct and indirect costs. The remaining $\$ 1,203$ was used to extend the Boredom Buster Program beyond the pilot period.

## Number of Volunteer Hours

Volunteers must properly sign in using the Boredom Buster category for their hours to count towards the program. We believe that the total amount of hours reported is low because we only tracked hours associated with the scheduled activities. Volunteers often participated in enrichment that was not scheduled and, therefore, not tracked. There were sixty-nine Boredom Buster enrichment activities scheduled and each activity was 90minutes in duration. There were a total of 6,210 reported volunteer hours of participation for these activities.

## What Didn't Work

## Long Stay Dogs Measurement

The goal we set was to monitor and measure all dogs in the program. Due to the transient nature of municipal shelter occupancy, we wanted to identify long-term residents. We realized this population may still be occupants at the end of the program, which meant we could make behavioral observations both before and after the pilot period.

This goal was too time-consuming due to the amount of dogs housed at Chesterfield Square and our reliance on volunteers to gather and track the necessary data. However, we do believe that in smaller shelter settings this measurement is possible and could provide insight into the long-term effects of enrichment. We are hopeful that we will be able to test the strategy in a smaller shelter.

## A Few Noteworthy Hurdles

## Kongs and the Drain System

The drains inside the kennels are large enough for Kongs to go down. This created an issue because staff had to retrieve the Kongs from within the drain system, which in turn created extra work. This activity was not a staff favorite due to not only the drain issue, but they also needed to remove the Kongs from the kennels after the activity.

## Busy Bags

The most popular activity among volunteers and the canine participants was also noted as a potential cause of diarrhea. This observation was brought to our attention after the pilot program had completed. Even so, it does warrant mention so that future use of this activity can be monitored closely to ensure issues do not arise. The two main were that the dogs were eating the lunch bags,

Did not like the paper bag with peanut butter. The dogs ate the paper bag and too much peanut butter was given, causing lots of diarrhea. Medical Staff and the amount of peanut butter given to the dogs was excessive.
These concerns have the potential to cause gastrointestinal issues. We believe that limiting use of this activity and making sure bags are not overly stuffed with edibles will address the concerns.

## Pilot Program Outcome

Together with LAAS, we conducted the program review. While not all enrichment activities were tested during the pilot period, it is clear the activities that were implemented were successful and provided much needed enrichment to the participants. The program also brought volunteers and staff together and created a sense of community with the common goal of enriching the lives of dogs during their stay at the care center.


It is with excitement we are able to report that upon completion of the pilot program, Chesterfield Animal Care Center decided to continue the Boredom Buster Program and has incorporated it into their volunteer initiation and training program. As the program matures, we are confident additional activities will be introduced and volunteers will continue to participate in the activities.


We would once again like to acknowledge and thank LAAS and the Chesterfield Square Animal Care Center for their support, expertise, and willingness to allow the Boredom Buster Program to be piloted at their facility and with their volunteers and the animals in their care.

As previously mentioned, the activities in this booklet have been used by many organizations over the years and were not developed specifically for the Boredom Buster Program. We simply took these activities and attempted to put them into a program that would be easy to implement and increase the amount of enrichment activities the shelter can provide. It is our opinion that a lack of financial and human resources is the primary barrier to having a shelter enrichment program. We hope this booklet will provide information that will help overcome the barriers and will encourage more shelters to start enrichment programs.

[^5]
## Chesterfield Square Animal Care Center

Boredom Buster Enrichment Activity Photos


## Resources

These great companies and organizations helped us create this booklet and we are thankful for their generous support. Click on the company/organization name to link to their website.

| Company/Organization | Support Provided | Website |
| :--- | :--- | :--- |
| iClamPet | Dog Music CD's | $\underline{\text { https://icalmpet.com/ }}$ |
| Kong Cares | Kong Supplies | $\underline{\text { https://www.kongcompany.com/kong-cares }}$ |
| Los Angeles Animal Services | Pilot Program | $\underline{\text { www.laanimalservices.com/ }}$ |
| Maddie's Fund | Innovation Grant | https://www.maddiesfund.org/index.htm |
| Nylabone | Chew Toys | heanut Butter |
| Pacific Beach PB | Easy Walk Harness | httpps://www./w.madiespacificbeachpeanutbutter.com//www.petsafe.net/ |
| Pet Safe | Read2Paws Program | https://wattsproject.org/ |

## Other Helpful Resources

Animal Cause Media: Companies that Give to Shelters and Rescues:
https://www.animalcausemedia.com/blog/categories/rescue-resources
ASPCApro: Dog Enrichment Resources:
https://www.aspcapro.org/resource/saving-lives-adoption-programs-behavior-enrichment/dog-enrichment-resources
Austin Pets Alive!: Dog Activities:
https://www.austinpetsalive.org/uploads/resources/APA_VolunteerDogActivities.pdf
Best Friends Animal Society: Enrichment for Dogs in Shelters:
https://resources.bestfriends.org/article/enrichment-dogs-shelters
Healthline: Can My Dog Eat This? A List of Human Foods Dogs Can and Can't Eat:
https://www.healthline.com/nutrition/human-foods-for-dogs
Kong Company: Stuffing Recipes:
https://www.kongcompany.com/recipes

## Appendix A

Volunteer Activity Report
SAMPLE -VOLUNTEER ACTIVITY REPORT (VAR)


## Appendix B

Volunteer Activity Report Use in Pilot Program
BOREDOM BUSTER - VOLUNTEER ACTIVITY REPORT


## Appendix C

## Sample Weekly Activity Tracking Whiteboards

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| 489 | activir | Acmiry | Activer | ACTMVIT | ACTMIT | Acmiry | activer |
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## Appendix D

## Sample Weekend Activity Tracking Whiteboard

| ENRICH MY SHELTER STAY - WEEKEND ACTNITY BOARD |  |  |
| :---: | :---: | :---: |
| KENNEL ZONE | SUNDAY | SATURDAY |
| 100 | ACTIVITY | ACTMITY |
| 200 | ACTIVTY | ACTMITY |
| 300 | ACTIVITY | ACTIVITY |
| 400 | ACTIVIT | ACTVITY |
| 500 | ACTIVIT | ACTNTTY |
| 600 | ACTIVITY | ACTNITY |
| 700 | ACTIVITY | ACTNITY |
| *VAR |  |  |
| Daily Activities | GIMME A BREAK, THAT SMELL, STORYTIME, CLICK FOR QUIET, BUBBLY, BEDDNG, SMEAR IT UP, PUPSCLES, BRUSH DOWN |  |
| Toda's Scent | SCENT | SCENT |


| ENRICH MY SHELTER STAY - WEEKEND ACTIVITY BOARD |  |  |
| :---: | :---: | :---: |
| KENNEL ZONE | SUNDAY | SATURDAY |
| 100 | FREE PLAY (1C) | KONG PARTY (28) |
| 200 | FREE PLAY (1C) | KONG PARTY (28) |
| 300 | FREE PLAY (1C) | KONG PARTY (2B) |
| 400 | KONG PARTY (28) | FREE PLAY (1C) |
| 500 | KONG PARTY (28) | FREE PLAY (1C) |
| 600 | KONG PARTY (2B) | FREE PLAY (1C) |
| 700 | KONG PARTY (2B) | FREE PLAY (1C) |
| *VAR |  |  |
| Daily Activities | GIMME A BREAK, THAT SMELL, STORYTIME, CUCK FOR QUIET, BUBBLY, BEDDING, SMEAR IT UP, PUPSCILES, BRUSH DOWN |  |
| Today's Scent | VANILLA | ROSE |

## Appendix E

## Actual Pilot Program Calendar

While this calendar may look a bit rough, it was actually a great way to keep track of the activities. Unlike the large whiteboard, the calendar was small and did not take up much space in the already crowded volunteer room. It was self explanatory and easy to navigate. It has potential to be refined into a great looking way to track the activities.


## Appendix F

## Ideas: Extracts, Spices, and Foods

Make sure to get veterinarian approval prior to using any of these edibles.

## Extracts/Oils

| Lemon | Chamomile | Sage | Thyme |
| :--- | :--- | :--- | :--- |
| Ginger | Sweet Orange | Rose | Lavender |
| Spices |  |  |  |
| Basil | Ceylon Cinnamon | Catnip | Rosemary |
| Dill | Parsley | Oregano | Cumin |

## Food \& Stuffing

| Peanut Butter | Cottage Cheese | Canned Pumpkin | Greek Yogurt |
| :--- | :--- | :--- | :--- |
| Baby Food | Blueberries | Hot Dogs | Broth |
| Wet Dog Food | Cream Cheese | Boiled Eggs | Whip Cream |
| Peas | Apple Sauce | Rice | Kibble |

## Your Notes

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[^0]:    ${ }^{1}$ https://www.maddiesfund.org/dog-foster-apprenticeship.htm
    2 https://www.austinpetsalive.org/
    ${ }^{3}$ www.austintexas.gov/department/aac

[^1]:    ${ }^{6}$ https://www.maddiesfund.org/about-maddies-fund.htm
    7 www.laanimalservices.com/
    8www.laanimalservices.com/shelters/south-los-angeles/

[^2]:    12https://www.petmd.com/dog/nutrition/evr_multi_eggs_for_pets2

[^3]:    ${ }^{14}$ https://www.thebarkspace.com/can-dogs-play-bubbles-best-dog-bubble-machines/

[^4]:    15https://resources.bestfriends.org/article/enrichment-dogs-shelters

[^5]:    This program has provided enrichment for many of our dogs who would not have gotten enrichment to help them
    thrive during their stay with us. This program has also drawn in the community to interact with and engage our dogs while learning about the Department and services provided.

    - Brenda Barnette (LAAS General Manager)

