

Teamworks Dog Training®, LLC



Assistant Handbook

3Q-2007

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WELCOME to ASSISTANTS

Welcome to the Teamworks Dog Training Assistant Team. As a volunteer assistant for Teamworks Dog Training, you play an important role in helping our instructors as they teach people to communicate better with their dogs – fostering teamwork, understanding and mutual trust. It is our mission at Teamworks Dog Training to teach handlers to train their dogs using humane methods and to help them understand dog behavior. Our “psychology over might” and “willingness over force” philosophy is what sets us apart from other training organizations in the area. It is of the utmost importance that we maintain this high standard in our teaching methods and practices. As an assistant, we expect that you agree to this philosophy and recognize and accept that we do not use nor advocate the use of aversive techniques (like throwing things at dogs or using shock collars) nor physical corrections (like using your body to overpower a dog or using a leash and collar to correct a dog) in our classes, nor do we permit them anywhere on the Teamworks grounds. You have been selected to join our team because you were recommended by an instructor as someone who trains his or her dog with kindness and had a good understanding of our methodology.

It is no secret that dog training classes are really designed to teach people, not dogs. We pride ourselves on having a staff with courteous, professional behavior, reflective of a genuine interest in helping *people* learn about their dogs. It is your role as an assistant to help the instructor to accomplish these goals by providing assistance with tests or with class exercises and by being helpful to our students.

We do require that our assistants work within the context of the exercise being instructed or the test being given – giving clarification and coaching as needed – but that they refrain from giving advice on topics other than what is being covered in the class at the time. We also ask that all assistants make a conscious effort not to contradict the instructor in any way and to seek the instructor’s guidance when students ask for help outside of the subject of the class exercises. Volunteer assistants are not covered as or listed as instructors under the Teamworks Dog Training liability policy, and should therefore realize that their role is to assist people in class in understanding the class exercises only. Only Teamworks Dog Training instructors should give out all other training advice, particularly behavioral modification advice.

We do encourage you to broaden your knowledge and experience as an assistant, and take advantage of the class hours you earn to further your training with your own dog. We also recommend that if you really enjoy dog-training activities, that you join the Association of Pet Dog Trainers (apdt.com) and attend some continuing education seminars given by Puppyworks.com. We offer this manual to our assistants so that they understand the basic premises under which the Teamworks Dog Training team is expected to operate. We hope you will enjoy helping with classes as much as you have enjoyed taking them! If you have any questions regarding these policies, please feel free to call me at any time on my mobile phone 919-696-5558 or at home at 919-340-0120.

Sincerely,

Michele Godlevski,
Owner and Founder,
Teamworks Dog Training, LLC

Teamworks Training Philosophy

At Teamworks, we feel very strongly that a successful relationship is created between dog and human by building trust and mutual understanding. We believe in and use humane training methods that enhance the communication between handler and dog. We teach our classes using positive-reinforcement-based training and encourage the use of humane "people empowering" techniques in our classes. We do not use or tolerate inhumane punishment-based methods, as we feel that this type of punishment breaks down the relationship between dog and handler and in itself, escalates aggression. We subscribe to and agree with the humane training standards set forth by the National Association of Dog Obedience Instructors and The Association of Pet Dog Trainers.

SHORT COURSE: POSITIVE REINFORCEMENT & CLICKER TRAINING

Highly recommended text:

How Dogs Learn, Dr. Mary Burch and Dr. Jon Bailey. 1999.

The following are excerpts from that book and from other training resources...

WHAT IS POSITIVE REINFORCEMENT?

The terms below are often misused. These are the “scientific” definitions of the terms, in which “positive” means adding and “negative” means taking away. “Reinforcement” means making a behavior stronger and “punishment” means making a behavior weaker.

Term	Definition	Characteristics	Example
POSITIVE REINFORCEMENT	Adding something to strengthen a behavior. <i>“I will work for that”</i>	Is not coercive You encourage dog to perform and reward with something pleasant	Dog sits, you give him a treat.
NEGATIVE REINFORCEMENT	Taking away something to strengthen a behavior. <i>“Escape feels good”</i>	Is not the same as punishment Remove something unpleasant when dog performs behavior you want.	As dog lags in a heel, tension is applied on collar, when dog catches up, tension is released. (Not an example used at TW)
POSITIVE PUNISHMENT	Presenting an aversive stimulus to stop a behavior. <i>“Hey, I didn’t like that”</i>	Many times is fear-producing Dogs may generalize fear to something not intended	Call dog to come, when he doesn’t you pop the lead. (Not an example used at TW)
NEGATIVE PUNISHMENT	Taking away the opportunity for a rewarding consequence in order to stop a behavior. <i>“Hey, I wanted that!”</i>	You must be able to control the reinforcement. The reinforcer must be strong and very desirable at the time.	Dog asked to sit bursts toward the door as you open it. You close the door and don’t open it until he stays & waits for a release.

WHAT IS CLICKER TRAINING?

Clicker training is one application of conditioned reinforcement. The clicker is a neutral stimulus until it is paired with a primary reinforcer -- something the dog wants, like food. Eventually, the sound of the click means, “Good job – you earned a reward”. Verbal praise can be used in the same way, as long as the word used is consistent in sound, pitch, and timing.

Term	Definition	Example
PRIMARY REINFORCER	Something that the animal naturally wants that when paired with a behavior will cause that behavior to be more likely to occur again.	Food Toys Play
CONDITIONED REINFORCER	A previously neutral stimulus that functions as a reinforcer after it is paired a number of times with primary reinforcer.	Clicker Verbal praise Motion of person reaching for a treat Target plate

OTHER TERMS AND EXAMPLES

Term	Definition	Characteristics	Example
EXTINCTION	Occurs when a behavior that has been previously reinforced is no longer reinforced, so that eventually the dog stops doing the behavior.	Takes patience and consistence Sometimes gets worse before it gets better Sometimes new, undesired behaviors appear Have to be sure nothing in the environment is reinforcing the dog Have to be sure dog is not really trying to communicate something dire.	Dog who jumps up on people stops getting any attention for the jumping behavior. Dog only gets attention for sitting nicely. Eventually, the jumping behavior stops. Puppy who cries in crate at night and owners give in and let him out of it. Owners decided to stop giving in. It got worse before it got better, but eventually the pup learned to sleep in his crate without crying.
LURING	Using a primary reinforcer to guide dog into doing a behavior.	Dog may take longer to realize what he is doing to get the reward since the reward is so prominent. Unless it is faded quickly, dog may become lure-dependent (food needs to be there in order to perform the behavior).	Handler puts treats at the bottom of the a-frame. Dog learns to look & smell for treats. When the treats are taken away, the dog no longer stops on the contact.
TARGETING	Pairing a neutral object with a primary reinforcer, and then using that object to guide the dog into doing a behavior.	Must be visually appealing and prominent to the dog. Must take into account dog's limited color vision. Still must be faded, but transfers to a neutral object readily.	Handler teaches dog to touch a contact by pairing a target plate with the contact zone. Handler fades target and transfers conditioned reinforcement to contact zone.
COUNTER CONDITIONING	Pairing something reinforcing with something the dog sees as aversive.	Reinforcer must be strong. Stimulus shouldn't be so strong that dog shuts down.	Dog is afraid of motion under his feet on the teeter. Dog is given food every time the teeter (at a minimum ht.) moves
VARIABLE REINFORCEMENT	Varying the schedule on which a dog is reinforced.	To be effective, should be "consistently inconsistent".	Dog is asked to do several behaviors before being reinforced. Number varies each time. Dog is asked to stay for differing amts. of time.
JACK-POTTING	Giving the dog a large, unexpected quantity or type of reinforcer.	Should be <i>random</i> to be most effective. But can be used to reward excellence.	Dog gives you the fastest recall ever. You give him four treats instead of one.

GUIDELINES for ASSISTANTS

Requirements for becoming a test/event assistant

- You or a family member of yours has taken a Teamworks class.
- You have approval from the owner of Teamworks Dog Training to become a test assistant.
- You have signed a Teamworks Dog Training class waiver.
- You agree with our training philosophy and understand that we do not use physical punishment at Teamworks Dog Training.
- As an assistant for Teamworks, you may not engage in uninsured outside dog training activities for monetary compensation. Outside dog training activities that are covered by a **dog trainer's liability insurance policy** can be submitted for consideration for approval to Michele.
- You understand and agree that your role as a test assistant is to help the instructor in administering the CGC or Pet Partners test in the manner in which the instructor chooses, and in a manner in which you are comfortable with.
- You understand and agree that your role as a test assistant is not to offer training advice and you should defer all training questions to the instructor of the class.
- You understand and agree that these tests should be administered as consistently and fairly as possible, and that we do not show favoritism or discriminate by dog breed, or people race, gender, religion, lifestyle preference or other affiliation.
- You are willing to commit to assisting tests at least twice a month.

Benefits of becoming a test assistant

- After you assist tests for two months you will receive a Teamworks T-shirt.
- You may purchase premium dog food at special staff-only discounted prices as long as you maintain a volunteer schedule of at least two tests per month.
- You are welcome to come to Teamworks Staff Meetings and continuing education programs.
- Every hour you assist can be reimbursed for \$10 worth of Teamworks classes, rentals, or equipment practice nights or \$5 worth of private lessons or seminars, using a reimbursement voucher. Vouchers may only be used for Teamworks events and are not valid for events sponsored by clubs or other organizations.
- **In order to claim your Teamworks hours, you must fill in the exact days and hours on the online application.**
- **It is each volunteer's responsibility to keep track of their own volunteer hours.**

Test Assistant Responsibilities

Pet Partners Tests

Arrive at least fifteen minutes before test starts

Review Pet Partners volunteer orientation packet

Become familiar with the Pet Partners Skills Test and Aptitude Tests; help is needed with Exercises 2, 5, 6, 11, D, E, F, G, & H.

Be observant of testing teams and give feedback to evaluator

Please wear your Teamworks T-shirt, if possible

CGC Tests

Arrive at least fifteen minutes before test starts

- Review CGC Evaluator's Guidelines
- Become familiar with the CGC Test; help is needed with Walking Through a Crowd, Reaction to a Neutral Dog, and Handler Out of Sight exercises

Be observant of testing teams and give feedback to evaluator

- Please wear your Teamworks T-shirt, if possible

Agility Show & Gos & Equipment Practice Night

- Try to arrive at least one half hour before show begins to help set up
- Assist as needed, staying until the last runs are through
- You may claim your volunteer hours the day of the show and use the hours to pay for runs for your dog, but you must fill out a reimbursement form to document the hours.
- Please wear your Teamworks T-shirt, if possible

Requirements for becoming a class assistant

You have personally taken at least two Teamworks Dog Training classes. You should have already taken the class you are assisting in at least once -or- have the instructor's recommendation to assist the class.

You have a personal recommendation from a Teamworks Dog Training instructor and approval from the owner of Teamworks Dog Training to become a class assistant.

You agree with our training philosophy and understand that we do not use physical punishment at Teamworks Dog Training.

You have reviewed the class homework and understand the theory behind it.

As an assistant for Teamworks, you may not engage in uninsured outside dog training activities for monetary compensation. Outside dog training activities that are covered by a **dog trainer's liability insurance policy** can be submitted for consideration for approval to Michele.

You understand and agree that your role as a class assistant is to help the instructor in the manner in which the instructor chooses and in which you are comfortable doing.

You understand and agree that attention given to students in a class should be distributed as fairly as possible, and that we do not show favoritism or discriminate by dog breed, or people race, gender, religion, lifestyle preference or other affiliation.

You respect the instructor's role in the classroom and act in a manner, which supports the instructor's teaching style, making a conscious effort not to contradict the instructor or the written homework.

You do not offer advice to students without consulting the instructor as to what advice is appropriate to give and what questions should be re-directed to the instructor.

You are willing to commit to assisting all classes in a session, and willing to coordinate with the instructor for classes you will not be able to assist.

Benefits of becoming a class assistant

- If you don't already have a Teamworks T-shirt, you will receive one.
- You may purchase premium dog food at special staff-only discounted prices.
- You are encouraged to come and actively participate in Teamworks Staff Meetings and continuing education programs.
- Every hour you assist can be reimbursed for \$10 worth of Teamworks classes, rentals, or equipment practice nights or \$5 worth of private lessons or seminars, using a reimbursement voucher. Vouchers may only be used for Teamworks events and are not valid for events sponsored by clubs or other organizations.
- **In order to claim your Teamworks hours, you must fill in the exact days and hours on the online application.**
- **It is each volunteer's responsibility to keep track of their own volunteer hours.**

Class Assistant Responsibilities

First Class of the Evening

Try to arrive at least one half hour before class and help instructor set up class room

- Assist students as needed
- Sell supplies (collecting inventory sticker, charging tax and writing receipts)

Collect nametags before students leave

- Please wear your Teamworks T-shirt, if possible

Middle Class(es)

Try to arrive at least 15 minutes before class begins to help set up

- Assist students as needed
- Sell supplies (collecting inventory sticker, charging tax and writing receipts)
- Collect nametags before students leave
- Please wear your Teamworks T-shirt, if possible

Last Class of the Evening

Plan to stay at least one half hour after class to help clean up. You will need to vacuum the floor and empty the trash.

- Assist students as needed.
- Sell supplies (collecting inventory sticker, charging tax and writing receipts)
- Collect nametags before students leave
- Please wear your Teamworks T-shirt, if possible

ASSISTANT GUIDELINES for INTERACTING WITH STUDENTS

IN GENERAL:

Your job is to coach students on what the instructor just instructed.
Know your class material well.
Focus on what the student is doing well first. Help them as a coach and praise them when they connect with their dog. Praise for people goes a long way!
Have empathy, understanding, and a sense of humor.

BE ON TIME AND KEEP YOUR COMMITMENTS:

Get there in plenty of time to set up and prepare for class.
Do what is needed to help the instructor start on time and finish on time.
If you cannot fulfill an assisting commitment, please try to find a substitute for your spot. Please let the instructor know as soon as possible what commitments you will not be able to keep and who your substitute will be.

EARLY & FREQUENT SUCCESS:

Try to point out at least one good thing that a student has accomplished or at least say one nice thing about their dog per class.
Never underestimate the power of saying something nice to somebody.

EQUAL TIME:

Try to distribute your attention equally to each student's needs and questions unless the instructor specifically asks you to work with a student who may need some extra help.
If you are uncomfortable working with a particular team in class, please discuss this privately with your instructor and with Michele.

INDIVIDUAL FOCUS:

Learn your students' names (not just their dog's names!) and greet them at the start of each class.
Make sure that you greet the dogs only if they show good greeting behavior (i.e. sitting politely for petting – not jumping up on people)

PROVIDING EXAMPLES:

When you are explaining a class exercise, avoid using direct references from experiences with your own dogs. This grows old fast and the student will lose identity and buy-in. Instead, you can say "what works well is...".

PROVIDING FEEDBACK:

Please note that assistants should only be giving feedback on the exercise being instructed.

Focus on the action or behavior, rather than the person or the dog.
Don't mix your emotions with your feedback.

<u>While its fine to say things like:</u>	<u>Try not to say things like:</u>
“Your dog will understand what you want more clearly if you say your command only one time and then give the dog feedback on his response”	“You are repeating your commands over and over”
“Your dog really responds nicely to you when you praise him. Try to catch him looking at you and reward him for it.”	“You’re not praising him for his attention”
“Its natural for us to want to pet our dogs, but you may want to be sure you only pet her when she’s doing something you <u>want</u> her to do so that you reinforce the behavior you want”	“Petting her while she’s barking is not a good idea”
“I can see you’re a little frustrated because your dog isn’t responding quickly. I think your dog will respond faster if we try backing up a step here to make sure he really understands what he’s supposed to do.”	“Don’t yell at the dog for not responding to you”

DON’T GIVE FEEDBACK WHEN:

The purpose is not to improve a skill or change a behavior that is being worked on in class.

The feedback will not benefit the actual person receiving it.

The behavior is something the person truly cannot change.

The person appears to have a low self-esteem.

The circumstance is inappropriate and possibly embarrassing.

The feedback conflicts with instructions from the instructor – please consult the instructor first,

ALL DOGS REFERRED TO WITH KINDNESS:

Every student feels like his or her dog is the cutest, prettiest, smartest dog in the world -- remember that.

Refrain from using any breed-related and/or derogatory comments that could cause your students offense.

Even if you love your own breed, try not to make special references to your breed or in any way indicate that you – as an instructor- have a strong breed preference.

There are places and times for breed loyalty, but class is not one of them.

<u>While its fine to say things like:</u>	<u>Try not to say things like:</u>
“It’s a common trait for sporting dogs to like to carry things in their mouth”	“You’ll have no problem teaching a retrieve because you have a retriever”
“Since they were bred to move sheep and cattle, most herding dogs to like to bark and chase things”	“That breed barks and bites more than any other breed”
“Your dog seems to really like learning”	“This breed is smarter than that one” “Your dog is the smartest dog in the class”
“Your dog seems very interested in his environment or the other dogs. How about if we figure out how to get him more focused on you?”	“Your dog is just kind of goofy and dumb” “It just takes that breed longer to catch on”
“Your dog might feel better about jumping if he were to lose about 5 pounds”	“Your dog is fat”

GENERAL POLICIES & RESPONSIBILITIES

1. **HOUSE RULES:** Staff and volunteers members must follow rules of conduct listed below and ensure that assistants and clients do so as well. Staff members and volunteers are required to report any unsafe conditions or violations of the waiver to Michele Godlevski as soon as possible.

Domestic Dogs: Any canid that is part wild canid and that is not 100% domestic dog will not be allowed on either property.

Dangerous Dogs: Any dog which, in the opinion of Teamworks Dog Training, is uncontrollable, unpredictable, aggressive, or in any way a danger to people will not be allowed in regular group classes and will be referred for private consultation. A refund for the remaining classes will be given or applied to the private consultation.

Youth: Anyone aged 8 -17 participating in classes must have a parent or responsible adult in attendance at all times. Children under 8 years of age must be accompanied by a non-participating adult at all times while on the premises.

Dogs on Leash: All dogs must remain on leash when on the premises of the training facilities and not working inside the building or the inside fenced agility ring.

No Unsolicited sniffing: We ask all owners to be aware of their dog's behavior while on leash. All handlers are asked to not allow their dog free access to sniff another person's dog without asking permission of the owner first.

Humane Treatment: Any person using the facilities of Teamworks Dog Training must agree to use humane training methods that would reflect the Teamworks Dog Training philosophy. Specifically, no shock collars will be allowed, no ear-pinching, and no harsh or inhumane treatment of dogs (including but not limited to hanging, strangling, choking, kicking, dragging, beating, hitting, striking, slamming, throwing or any other pain-inducing method).

Clean Up: All handlers must clean up after their dogs when on the premises of the training facilities. This includes scooping all solids in either location left any place on either property. This also includes using the disinfectant spray bottles provided for all urine in the indoor location, and anywhere on the agility field, including the enclosed sand, the agility equipment, and the fence.

Females in Heat: Female dogs in heat should not be brought on the grounds of either facility. Handlers can be re-scheduled into the next available class if this occurs without incurring extra charges.

2. **SAFETY:** Staff and volunteers must follow the safety guidelines listed below and ensure that assistants and clients do so as well. Staff and volunteers members are required to report any unsafe conditions to Michele Godlevski as soon as possible.

SAFE LIFTING

Back Injuries can be caused by improper lifting technique and include:

Muscle spasms
Strains or sprains
Slipped discs
Hernias

Before you lift:

Plan classes to ensure materials are moved a minimum number of times
Use carts and dollies when possible
Request assistance when lifting heavy or awkward items
Choose the straightest, flattest, cleanest route to the destination
Remove any objects from path that may cause tripping
Check the object to avoid any rough, jagged or slippery surfaces before gripping
Lift the corner to test stability and test the weight
Wear gloves to provide good grip & wear non-skid, flat soled shoes

When you lift:

- Keep feet apart, with one foot alongside object and one foot behind
- Keep back nearly straight (vertical)
- Tuck chin in
- Grip object with whole hand and use a firm grip (do not lift with fingers)
- Tuck elbows and arms close to sides
- Keep weight centered over feet
- Don't twist your body while you lift
- Establish a base of support, bend your knees, get a good grip and lift with your legs



The wrong way!



The right way!

BASIC FIRST AID

- Determine if the victim is conscious
 - Check to see if the victim is breathing, has a pulse or is bleeding
 - **Call 911 if the victim is:**
 - Unconscious
 - Is having trouble breathing
 - Has chest pain or pressure
 - Is bleeding severely
 - Has abdominal pain or pressure
 - Is vomiting or passing blood
 - Has seizures, a severe headache, or slurred speech
 - Has injuries to head, neck or back
 - Has possible broken bones
 - Do no further harm
 - If victim is conscious, ask permission first before giving any care
- Administer CPR if you know how to or ask if anyone else knows how to

Be aware of Bloodborne Pathogens:

Can be transferred if bodily fluids get into open cuts, nicks, or sores

Can be transferred if bodily fluids get into mucous membranes of your eyes, nose, or mouth

Wash any possibly contaminated area immediately with non-abrasive soap and water

- Report incident to Michele Godlevski
- Fill out an incident report form

HEAT-RELATED ILLNESSES

Heat Cramps

- Symptoms: painful muscle spasms
- Have person rest in a cool place
- Give them cool, not cold water to drink
- Seek medical attention if person does not improve
- Report incident to Michele Godlevski
- Fill out an incident report form

Heat Exhaustion

Symptoms: cool, moist, pale or flushed skin; headache; nausea; dizziness; weakness, exhaustion

Get person out of the heat to a cool place

Loosen any tight clothing

Apply cool wet cloths

Give them cool, not cold water to drink

Person should refrain from further strenuous activities

Seek medical attention if person does not improve

- Report incident to Michele Godlevski

Fill out an incident report form

Heat Stroke

Symptoms: red, hot skin; rapid, weak pulse; rapid, shallow breathing; refusing water; vomiting; change in consciousness (at this stage it is serious)

Seek medical attention *immediately*

Get person out of the heat to a cool place

Loosen any tight clothing

Apply cool wet cloths

- Report incident to Michele Godlevski

Fill out an incident report form

WEATHER SAFETY

Safety tips for cold weather:

Avoid prolonged exposure to below freezing temperatures or wind-chill

Make sure extremities head, hands, feet are well insulated

Avoid getting wet

Safety tips for sun exposure:

Use sunscreen

Wear an hat and sunglasses

Safety tips for hot weather:

Drink plenty of water

- Avoid prolonged sun exposure

Lightning

- Can travel at 300 miles per second
- Can cause burns, nervous system damage, broken bones, loss of hearing or eyesight or death
- If you see lightning in the distance, don't wait until it is close by to seek shelter
- Go inside a building or go inside car and roll up the windows
- Stay away from the telephone

If you are caught outside, don't huddle as a group – scatter several yards apart

Tornado

- Stay calm
- Go inside a building
- Stay near interior walls and away from windows and doors
- If you are caught outside, move in right angles from the path of the tornado and find a deep depression to lie flat in

CRIMINAL ACTIVITY

In general:

Call 911 as soon as possible
Don't take any unnecessary risks
Do not approach the suspect
Let the police handle the situation

Be aware of pre-theft indicators:

Individuals loitering
Individuals entering an area, observing, and leaving
Individuals appearing nervous or uncomfortable
Individuals looking around as if to see if they're being watched
Individuals wearing out of season clothing

During a theft:

- Do what you are told by the thief
- Do not volunteer information
- Do not volunteer assistance
- Do not try to apprehend or overpower the thief
- Make observations of anything they say, especially names
- Try to remember what they looked like and any outstanding characteristics
- Try to remember what the vehicle looked like that they left in
- Note any areas they may have touched and protect those areas
- Note anything they may have left behind
- Do not try to stop the escape of the thief

After a theft:

- Immediately dial 911
- Ask any other witnesses to stay until the police arrive
- Write down everything you remember
- Report incident to Michele Godlevski
- Fill out an incident report form

3. **DANGEROUS DOGS:** Staff and volunteers members are asked to **exercise caution with regard to handling dogs in class**. While applications are screened prior to registration, information gathered on the application is not always accurate. Staff and volunteers members are asked to read intake questionnaires (where applicable) *prior* to handling any dog. Staff members and volunteers are responsible for providing guidance to assistants in class, making sure that they do not behave in a way that compromises their safety. Any dog behavior in class that is cause for concern among the students, assistants, or staff and volunteers should be reported immediately to Michele Godlevski. Dogs in class exhibiting questionable behavior in class should be managed so as to minimize risk to human beings. Dogs exhibiting fear or dominance

aggression toward people should be referred for private instruction. All issues regarding the appropriateness of a dog in a particular class should be handled through Michele Godlevski.

4. **BREAKING UP A DOG FIGHT:** The most important thing to remember in a dog fight is **DO NOT PUT YOUR HANDS OR LET ANYONE ELSE PUT THEIR HANDS ANYWHERE NEAR THE DOGS' MOUTHS.** **Try to disrupt the fight by distracting the dogs.** You can throw water on them, shake up a can of soda and throw it on them or make a loud noise. We also have a can of pepper spray at each location. If you are unable to distract them, you can grab their tails. You could also try grabbing their hind legs and lifting the dogs up in the air. Please remember to remain calm in an emergency; your calmness will help everyone else remain calm. All dogfights should be reported on an incident form.
5. **BUILDING SECURITY:** Staff and volunteers are required to lock up supply cabinets and the entry doors tightly at the end of the day and to never leave the building unattended or unlocked. Cabinet and gates at the agility arena should also be locked up after use and the lights turned off.
6. **INJURIES:** Any injuries that occur to staff and volunteers or customers, no matter how minor, should be reported to Michele Godlevski via an incident report form.
7. **PROFANITY:** Profanity should not be used on the grounds of Teamworks Dog Training.
8. **CONCEALED WEAPONS:** No concealed weapons are allowed on the grounds of Teamworks Dog Training.
9. **SMOKING:** Smoking is not permitted in the Teamworks Dog Training indoor facility.
10. **ALCOHOL & ILLEGAL DRUGS:** No alcoholic beverages or use of illegal drugs will be tolerated before reporting to work, or while on the job.
11. **TRAINING EQUIPMENT:** Proper use and care of equipment should be exercised at all times. Staff members and volunteers should ensure that assistants or clients do not mishandle or damage equipment. Any damages should be reported to Michele Godlevski immediately using equipment damage form so that insurance claims can be made. Equipment should only be utilized in its intended class.

12. **NON-DISCRIMINATION:** Staff and volunteers are expected to be courteous to clients at all times, and to follow the non-discrimination policy. Staff members and volunteers are also asked to be sensitive to the needs of different breeds, and respective of the fact that almost all owners feel very proud of their dog and their dog's breed. Instructors are encouraged to refrain from making derogatory comments about any one dog or breed, remembering that pertinent information can still be given to the owner without insulting the handler.
13. **STAFF APPEARANCE:** Staff members and volunteers are encouraged to wear their "Teamworks Dog Training" shirts to teach class and for all public events. Staff members and volunteers are asked to otherwise dress neatly and professionally. Staff members and volunteers are asked to refrain from wearing printed clothing that may be perceived as offending while teaching classes or while representing Teamworks Dog Training; examples include, but are not limited to clothing with profanity and political statements. Instructors are asked to be sensitive to the fact that wearing breed-promoting clothing while teaching classes or while representing Teamworks Dog Training may be mis-construed by students as a breed-bias.
14. **STAFF CONDUCT:** Staff members are expected to conduct themselves in a professional manner, not only on the grounds of Teamworks, but also in public places. Staff members are expected to report all hours volunteered with integrity. Staff members are expected to conduct all retail purchases with integrity and not use items off the retail shelves for classes without permission from Michele. Staff members taking Teamworks classes are expected to treat the instructor and assistant with respect and not be disruptive in class. Staff members are encouraged to give constructive feedback to Michele regarding the training program. However, staff members are expected to refrain from making derogatory comments about Teamworks classes or instructors.
15. **RESCHEDULING CLASSES:** Assistants are responsible for completing their volunteer commitments, or for finding a replacement to fulfill their commitment.
16. **DISTRIBUTION OF PRINTED MATERIAL and VERBAL SOLICITATION:** Staff input into classes is encouraged and welcomed! However, any printed material given out in Teamworks classes or left at Teamworks facilities should first be submitted to Michele Godlevski for approval. Instructors and assistants must seek approval directly from Michele before verbal solicitation of any kind (other than solicitation for Teamworks classes or events) is done. Teamworks Dog Training will pay for photocopying of approved printed materials related to classes.
17. **SOLICITATION POLICY:** Staff members should not solicit business for any other type of business on the grounds of Teamworks Dog Training (other than Teamworks Dog Training classes and events) without the written permission of Michele Godlevski.

18. **STAFF MEMBER BENEFITS:** Assistant volunteers are given certain privileges and benefits, as listed in this document. Those benefits can not be extended to any non-assistants. Teamworks hours are no longer valid if a person ceases to be an Teamworks staff member.
19. **RETAIL ITEMS:** Instructors are asked to facilitate the sales of retail items and charge sales tax for all items. As a part of this responsibility, instructors and assistants are expected to record all transactions in receipt books.
20. **CLASS ROSTERS:** Instructors should mark attendance on class rosters each week and note any changes --additional students or transferred students. Assistants may be asked to help take role in class.
21. **EVALUATIONS:** Instructors are asked to hand out class evaluations for each class and to review them. After review, class evaluations should be placed in Michele Godlevski's box.
21. **COMPENSATION:** An assistant reimbursement form is provided in this manual for your convenience. *Each hour of class assisted can be applied toward:*
\$10 worth of Teamworks classes, rental time, course of the weeknight, or equipment practice night –or- \$5 worth of private lessons or seminars. Volunteers should use the **Assistant Record Form** to keep track of their own hours and the **Reimbursement Voucher Form** to claim hours. All hours must be worked before they can be used to secure registration in a class. To be fair to others, there will be no hours given “on credit”. Volunteers may pay for the remainder of a class if they do not have enough hours for a class. VOLUNTEERS MAY ALSO TURN IN A VOUCHER IN TO MICHELE (via 195 Robbins Rd. or the mailbox at the building) IN EXCHANGE FOR TEAMWORKS BUCKS, WHICH CAN BE DONATED TO CHARITABLE CAUSES LIKE RESCUE GROUPS. Vouchers may only be used for Teamworks events and are not valid for events sponsored by clubs or other organizations
22. **ASSISTANT PRIVILEGES:** *All Teamworks Assistants are expected to follow the rules in the Teamworks Assistant Handbook and the policies of Teamworks Dog Training. Failure to follow these rules can result in forfeiture of hours earned and privileges to redeem or earn hours. All assistant privileges can be put on suspension due to violation of the rules in this handbook.*
23. **CUSTOMER COMPLAINTS:** All customer complaints should be referred directly to Michele Godlevski.
24. **PUBLICITY:** All news media contact should be handled directly through Michele Godlevski.

22. **UPDATES TO THIS HANDBOOK:** This employee handbook is subject to minor updates on a quarterly basis. Updates will be announced on the Teamworks Instructor's Yahoo Group.
23. **EXCLUSIVITY:** All Teamworks Staff members (instructors and assistants) are expected to remain exclusive to Teamworks and not teach dog training classes for any other organization. Teamworks Staff members can work in pet retail, grooming, veterinary services, boarding and other pet-related businesses, but may not teach dog training classes, own a dog training business, or work in Doggie Dayschool or Doggie Daycare elsewhere. Staff members may work for another organization that offers training, but may not teach classes at that organization.
25. **VIOLATIONS and TERMINATION:** Any violation of any of the staff policies is grounds for dismissal. Any employee who is dismissed or voluntarily ends a contract will forfeit all rights to Teamworks database and Yahoo group access. That employee will also forfeit all earned Teamworks credit hours upon notice of contract termination. All Teamworks property, including keys, forms, books, and videos must be returned immediately.

REIMBURSEMENT VOUCHERS

(Turn this form in with your class application or in payment for private lessons.)

THANK YOU SO MUCH FOR YOUR TIME AS A

CLASS ASSISTANT. WITHOUT YOUR WILLINGNESS TO HELP, OUR PROGRAMS WOULD NOT BE POSSIBLE. IN EXCHANGE FOR YOUR TIME AND IN RECOGNITION OF THE GAS MONEY YOU SPEND TO TRAVEL TO HELP US WITH CLASS, WE OFFER A REIMBURSEMENT PROGRAM.

EACH HOUR OF CLASS ASSISTED CAN BE APPLIED TOWARD:

- *\$10 WORTH OF TEAMWORKS CLASSES, RENTAL TIME, COURSE OF THE WEEK NIGHT, OR EQUIPMENT PRACTICE NIGHT.*
 - *\$5 WORTH OF PRIVATE LESSONS*
- *YOU MAY ALSO TURN THIS VOUCHER IN TO MICHELE (via 195 Robbins Rd. or the mailbox at the building) IN EXCHANGE FOR TEAMWORKS BUCKS, WHICH CAN BE DONATED TO CHARITABLE CAUSES LIKE RESCUE GROUPS*
- *(Sorry, not redeemable for retail purchases, seminars, trials or non-Teamworks events.)*

TEAMWORKS REIMBURSEMENT VOUCHER

NAME: _____

	CLASS ASSISTED	HRS	DATE	REIMBURSEMENT CLASS

Signed: _____

TEAMWORKS REIMBURSEMENT VOUCHER

NAME: _____

DATE	CLASS ASSISTED	HRS	DATE	REIMBURSEMENT CLASS

Signed: _____



ACCIDENT / INCIDENT REPORT

Name:	
SS #:	
Address:	
Phone:	
Type of Accident / Incident:	
Date & Time of Accident / Incident:	
Location of Accident / Incident:	
Details of Accident / Incident:	
Injury Location: Accident / Incident Witnesses:	
Date & Time Accident / Incident was reported:	
Date & Time Medical Facility contacted:	
Date & Time Medical Facility attended:	
What would you do to prevent a similar accident / injury in the future?	
Signature of injured employee: Signatures of all witnesses present:	
Supervisor review of accident / incident report:	
Investigation report filled out:	



EQUIPMENT DAMAGE REPORT

Employee Name:	
Phone:	
Equipment Damaged:	
Date & Time of Damage:	
Location of Damage:	
Details Damage:	
Signature of employee:	
Supervisor review of damage report:	



SIGNATURE OF ACCEPTANCE OF POLICIES

I hereby certify that I have read the policies contained in this Teamworks Dog Training Employee manual and agree to abide by them while volunteering as an assistant for Teamworks Dog Training, LLC.

Please check one of the following:

As a Teamworks Assistant, I certify that I am not engaging in uninsured dog training activities for monetary compensation.

As a Teamworks Assistant, I certify that I am engaging in the following dog training activities for monetary compensation

_____.

The dog trainer's liability policy covering these activities is through the _____ company. Our policy number is _____.

Please consider this activity for approval. The contact person regarding this policy is _____.

_____ The phone number is _____.

Printed Name: _____

Signature: _____

Date: _____

Year: _____

Employee Handbook Version: _____

*Please return this form along with your signed contract to
Michele Godlevski
195 Robbins Road
Youngsville, NC 27596*