

BEYOND DOGGY DAY CARE:

ENRICH YOUR DOGS, EDUCATE YOUR CLIENTS, ENJOY YOUR WORK

PRESENTED BY THE UNIVERSITY OF DOGLANDO, ORLANDO, FLORIDA, FEBRUARY 8-13, 2017

(Schedule subject to change)

	Wednesday, February 8	Thursday, February 9	Friday, February 10	Saturday, February 11	Sunday, February 12	Monday, February 13
7:30	Introduction and welcome	Our handling methods	Interviewing potential human clients			Demo: crate exercises, gate exercises, herding Demo: group play, group fetch, soccer Demo: time outs, tethering, crating
8:00	About the University	Follow Doglando daily flow				
9:00	Putting the Dog Into the Day Care		Integrating New Dogs			
10:00	Visit Dog Yard			Puppy Development and Potty Training		
11:00	Iris Rivera: Company Culture		Ken McCort: Dog to Dog Relationships		Ken McCort: Close Up Communication	
12:00	LUNCH					
1:00	Iris Rivera <i>(cont'd)</i>	Your Dream Daycare: Low Stress and High Impact	How To Add Enrichment in Your Facility: Games & Activities	Ken McCort	Ken McCort	Demo: Grooming, Blow-Off
2:00						Training New Hires to Succeed
3:00	Learning 101	Hands-on Demo: testing incoming dogs	Enrichment on a Budget			
4:00				FAREWELL FOR THE EVENING	Doglando staff Q&A	Individual Coaching
5:00	Iris Rivera Q&A	Wolves/Wolf Park Q&A	Relay Game (the relay model of business)			
5:30				Dinner activity	Iris Rivera Q&A	Wolves/Wolf Park Q&A

ABOUT TEENA PATEL



Born in Nairobi, Kenya, Teena Patel grew up in a community where people kept animals for food and for protection. But, owning pets for the sake of companionship was unknown. She fondly recalls going on safaris and observing wild animals in their natural habitats, citing these experiences as her most formative. Seeing the freedom enjoyed by lions, zebras, and other creatures deeply moved her, and set her future career into motion. Patel moved to the United States as a teenager and adapted to American customs, even getting a pet dog. She also held on to her dream of becoming a park ranger and protecting wild animals.

After earning a degree in psychology and an MBA, Patel sought a career where she could channel her passion for the care of animals. First, she tried working as a trainer for killer whales, but became quickly disillusioned by the conditions in which they were kept merely for human amusement. Patel then looked for another way to work with animals and earned a degree in dog training at a prestigious school in New York City. But, once more, she found herself frustrated by the artificial nature of training practices and the lack of engagement with the dogs' actual needs.

Rather than give up her passion, Patel decided that there had to be a better way. Drawing upon her childhood experiences, Patel developed a new method of training that focused on the whole dog. She taught people how to interact positively with their animals and to integrate them fully into their lives. She jettisoned the "tricks" and gimmicks that are the standard fare in this industry. Patel quickly earned a reputation as an innovator and won a dedicated following of dog owners in her city of Orlando.

After almost a decade of successful dog training, Patel wanted to bring her philosophy of enrichment to the blossoming industry of dog daycare. Now in her eleventh year at the 3.5-acre Doglando facility, Patel does away with the standard "doggy daycare" warehousing of animals in kennels and runs. In place of this industrial model, Patel focuses on what is right for the animals, providing experiences that improve and enhance their behavioral health. She gives each dog the freedom to roam the grounds, go swimming, and play with the staff and other dogs. Coupled with a program of careful training, the Doglando experience results in dogs who are better-behaved, better integrated into their families, and above all, happier. True to her passion, Patel gives dogs the freedom to be dogs.

Learn more about Teena at teenapatel.com.

WEDNESDAY

Introduction and Welcome

Coffee and snacks provided.

About the University

Learn about the history and evolution of Doglando and its founder, Teena Patel.

Putting the Dog into the Day Care: Day Care vs. Enrichment

“Traditional” doggy day care systems center around warehousing large amounts of dogs in a deprived environment. Learn how this method can be improved upon by moving toward an enrichment model, with emphasis on the emotional, mental, and physical well-being of the animals in your care. Importance of space and how space influences behavior, street dogs

This will be followed by a brief visit to our outdoor dog yards to see our animals having fun!

Iris Rivera: Company Culture

Dr. Iris Rivera will describe Company Culture theory and its applications in improving your business. Motivate your employees and build a powerful team capable of taking on any challenge!

LUNCH will be provided during a break in this presentation.

Employee Handbook Musts

Bringing new employees into your facility, and even educating existing employees can be a stressful task. But, there’s one way to make the process easier. Providing your staff members with a comprehensive employee handbook is an excellent, low-cost way to ensure everyone is on the same page in your business. In this 1-hour seminar, Teena will cover the ins and outs of creating employee handbooks that you can use over and over again. You’ll walk away inspired, armed with actionable information about policies, procedures, must-haves in your handbooks, and more.

Training New Hires to Succeed

Learn how to bring your employee handbook, company culture, and common sense into play to make your company the best it can possibly be.

Learning 101

Learn the fundamentals of learning, starting from basic terminology, and understand the basics of how dogs (and other animals) learn from and react to their environment, including their trainers. Assemble your “toolbox” for working with dogs, and learn how to pick the correct tool for an individual problem.

During dinner, Dr. Rivera will present further activities and a Q&A session.

Dr Iris Rivera is an industrial organizational psychologist and president of Iris Consulting, LLC. After almost a decade working in the field of applied research with primarily government clients, she took on the role of partner and talent management director at two optometry practices. She quickly adapted scientific research to realistic and profitable applications for the businesses. This included an on-boarding and training process that resulted in lower turnover rates and immediately boosting product sales by 35%. Empowered with a unique perspective in combining research and management, she was determined to pass on this knowledge to other business owners, and so began IRIS Consulting.



Iris
CONSULTING

THURSDAY

Our Handling Methods

A brief overview of Doglando's approach to handling dogs, with emphasis on positive reinforcement, and LIMA (least intrusive, minimally aversive) handling methods.

Doglando Daily Flow

Follow the Doglando daily activity flow, from dropoff (and bus arrival) to arrival at the dog yard out back for some high-energy fun. Observe our handling methods, appropriate dog manners, and how we organize our day while accompanied by a veteran Doglando instructor. Find out why we call our handlers "Campus Coaches"!

LUNCH will be provided.

Your Dream Daycare: Low Stress and High Impact

In this engaging, live dog demo seminar, Teena will be discussing the elements that create an environment that is chaotic, disorganized, and disruptive resulting in stress for both dogs and staff. Understanding how our environments impact behavior is critical in coming up with solutions that will result in behavior change. Learn effective practices that you can apply immediately, and take away ideas to implement over the next 3 months. Very soon you will be running an entirely new operation

Assessments: Pass, Fail or a Learning Tool?

In the animal domain, assessments have been developed to measure what the animal "is" or "has" rather than its ability to learn. As a result, animal care providers vary drastically in interpretation and opinion, which is heavily responsible for our inability to agree on the kind of care most suitable for the animal learner. In this seminar, Teena will provide some commonly used and agreed upon definitions for temperament, personality, and assessments. She will give an overview of the Assessment Framework created and used by the University of Doglando for dogs entering their Enrichment Program.

Demo: Testing Incoming Dogs

This vital, live demonstration gives you an idea what to look for in incoming dogs. Watch experienced Doglando staff mock-evaluate a dog and learn how to safely determine whether a dog is a good match for your facility.

During dinner, learn about the dog's wild cousins — wolves! — with a 10-year veteran wolf behaviorist.

FRIDAY

Interviewing Human Clients

Learning is truly a lifetime commitment. Doglando's clients are special people with a powerful desire to see the best for their dogs. Learn how to choose the right clients, and sell your clients on a commitment to lifelong well-being for their dogs (and for your facility).

Integrating New Dogs

Follow Doglando staff in a live demo as they demonstrate how we integrate a new dog both into your facility's routine and into your existing "pack".

Puppy Development and Potty Training

Learn about Doglando's newest development and how it can grow your business. Socialization to novel experiences is vital to a puppy's development and your facility should be there to help. Watch our puppies and trainers interact.

LUNCH will be provided.

How to Add Enrichment in Your Facility: Games & Activities

Behavioral wellness is extremely important in the dogs that we care for, but many facilities are stumped about exactly how they can add more individual enrichment activities to already busy daily schedules. Thankfully, there are simple ways for you to work dogs one-on-one and in very small groups. We will provide a step-by-step guide on how to add more enrichment activities to your facility. This isn't about group play; you'll learn how to do more with individual dogs, and we will demonstrate and explain various activities, games, and exercises that you can use in your business. We will also cover how to build and use your own activity kits so that the dogs you're caring for can exercise their bodies and their minds. You'll walk away with concrete, actionable ideas that can be implemented at your own facility.

Demo: Dock Diving

A valuable tool teaching not only swimming but self-confidence, self-reliance and trust, the humble swimming pool is an oft-overlooked option for dog enrichment. Learn how to add a pool to your facility and observe our dogs in action.

Enrichment on a Budget

Enrichment need not be as expensive as adding a swimming pool. Relax after a high-energy day by learning how to make enrichment items out of common household materials (egg cartons, plastic bottles, old newspapers), and then make your very own sample Snuffle Mat to take home! Doglando will provide materials as well as a book of ideas for durable, washable, engaging games you can make with minimal financial investment.

During dinner, Doglando staff will demonstrate the relay model of business, and how it can enhance your facility's efficiency!

SATURDAY

Ken McCort: Dog to Dog Relationships

In order to properly care for dogs, one needs an understanding of dog behavior which goes beyond that of the casual pet owner. Learn about maintaining a "multi-dog household" from one of the great names in animal training.

Topics include:

- understanding how dogs live with each other
- introducing new dogs into the home
- building relationships from "tolerate" to "like"
- good dog interactive behavior

LUNCH will be provided.

During dinner, enjoy Q&A sessions and live demos from Doglando staff.

SUNDAY

Ken McCort: Close Up Communication

An in-depth look at dog body language, focusing on how they maintain personal space and peaceful coexistence at close distances (such as in a home, or a day care center!). Get a dog's eye view of the details of dog body language, a vital skill for anyone managing large groups of dogs in close quarters.

Topics include:

- understanding distances and their importance
- dogs' sensory awareness
- communication at different distances
- body language and other ways dogs communicate

LUNCH will be provided.

During dinner, Doglando staff will give each seminar participant individual coaching and customize actionable items for implementation at your particular facility.

Ken McCort owns and operates "Four Paws" training center in Doylestown, Ohio. He has been training animals full time since 1986 and currently works primarily with pet dogs. In addition, Ken has trained with over 40 different species of animals for zoological and theme parks throughout the US and other countries around the world. He has taught animal behavior at the University of Akron, Columbus State University, the Ohio State University College of Veterinary Medicine, the Midwest Veterinary Conference, the North American Veterinary Conference, the Society of Anthrozoologists, the International Association of Animal Behavior Consultants, the Association of Professional Dog Trainers, the Pet Professional Guild and many other animal related groups.



MONDAY

Demo: Working With Our Dogs

Get a closer look at how we work with our dogs. Get an intimate look (and hands-on experience with):

- Daily maintenance behaviors such as gate and door exercises and “herding” (moving dogs from place to place using verbal commands and body language)
- Enrichment activities such as group play, group fetch, and “dog soccer”
- Redirection activities such as time-outs, tethering, and crating

LUNCH will be provided.

How Does This Benefit Your Clients?

Hear from actual Doglando clients how the enrichment method has benefited them in real life.

Demo: Grooming, Blow-Off

Watch our handlers demonstrate some of the most useful skills a dog learns at Doglando — experience which will be vital in carrying your client dogs through challenges in the real world, such as vet visits, grooming, or public spaces.

Q&A and Recap at Wekiva Island Riverside Resort

Teena Patel and Doglando staff will be available to answer specific questions, provide further demonstrations, and relate your experiences directly to your facility.

Enjoy one last dinner with the Doglando team during this Q&A session!