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Be Doggone Smart at Work Information Package

This information package contains the following:

1. Be Doggone Smart at Work program profile
2. Testimonials from attendees
3. Article published in Utility Safety News
4. Handout – Risk Assessment Quiz
5. Handout – Risk Assessment Scoring Sheets
6. Handout – Program Feedback Form
7. Handout – Tips and Resources Summary
8. Newspaper article – Dog Attack Threaten's Chief's Job
9. Newspaper article excerpt – Germany's postmen bite back armed with canine psychology

A demonstration version of the Be Doggone Smart at Work Program in Powerpoint (with videos) can be downloaded [here](#).

Program Profile – Be Doggone Smart at Work

Concepts Covered

- ❖ How to defuse a dangerous situation
- ❖ How to assess the bite risk
- ❖ What a safe dog looks like
- ❖ What a dangerous dog looks like
- ❖ How to meet a dog safely
- ❖ How to interpret dog body language
- ❖ How to send body language signals to a dog to calm him
- ❖ Understand what constitutes dangerous behaviour around dogs
- ❖ Understand what motivates dogs to be aggressive
- ❖ Understand the role of fear (both the dog's and the worker's)



**No live dogs are used in the program
Doggone Safe focuses on prevention
and avoiding confrontation with dogs**

Since writing this book, I have been referred to many DogBite Prevention programs and I must say with all honesty that I think your[s] ...could be one of the most effective programs I've seen.

**Karen Delise – Author of
Fatal Dog Attacks: The
stories behind the
statistics**

Teaching methods used in the Worker Safety Program:

- ❖ Visual learning – students will see photos and videos and learn to interpret dog body language and predict dog behaviour
- ❖ Interactive risk assessment quizzes to evaluate responses to various scenarios
- ❖ Scenario evaluation – students will describe real-life situations and the group will discuss and develop strategies
- ❖ Question and Answer – students will have opportunity to have their specific questions answered
- ❖ Follow-up – students will be given resource material and access to private Yahoo group where they can post questions and get additional information on a on-going basis

On-line version of the course is available

Students work individually and earn a certificate

Various pricing options are available; custom content can be included

Program details:

- ❖ Contact us for pricing information; volume discounts available
- ❖ On-site training (travel expenses extra)
- ❖ Group size of 20-50 attendees is recommended
- ❖ Program lasts for 2 hours
- ❖ Audience participation and opportunity for discussion of individual situations
- ❖ Course content can be customized to ensure relevance for your workers
- ❖ Handouts and access to private Yahoo group for participants

Knowledge Empowers People to Make Safe Choices Around Dogs



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Be Doggone Smart at Work

Testimonials from Attendees

Workers who have attended a Doggone Safe presentation have generally given a ranking of 4 or 5 on a scale of 1- 5 for learning, enjoyment and whether they would recommend it to others. Here are some comments from attendees:

"Great program and very well presented". Meter Reader

"I highly recommend this. Well done !!" Power Worker

"Dog body language is very helpful and interesting". Meter Reader

"A+ +, a great course for everybody". Cable Installer

"Very good risk assessments done during videos". Meter Reader

"Very informative and enjoyable presentation. Thank you". Meter Reader

"Educational, great seminar". Cable Installer

"Great! Thank you". Cable Installer

"Very informative program". Cable Installer

"Good Job – very informative". Power Worker

"I really enjoyed the presentation!! Very good information!! Oh My God!!" Power Worker

"Very interesting, will really help me to read how dogs are reacting". Power Worker

"Very good information. Will make you stop and think about dogs in the work area. Never really thought about dogs when approaching work, unless challenged by dogs". Power Worker



BowWow!

Facing four-legged foes on the job can hurt

BEWARE OF THE DOG

By Ariel White

FACING FOUR-LEGGED FOES ON THE JOB CAN HURT

BUT SPEAKING THE RIGHT BODY LANGUAGE CAN HELP

According to the Humane Society of Canada there are four million dogs in the country. To the average Canadian, that means lots of cute canines to interact with. For outdoor workers such as metering staff, it represents a lot of potential threats to personal safety. Dealing with dogs is a fact of life for people like meter readers, technicians, trouble shooters and utility workers, whose work takes them outdoors or into customer's homes or yards. Whether they are friendly, fearsome, or fearful, any and all dogs should be treated with caution for their safety and the safety of the humans they encounter.

Few statistics are kept on the number of dog bites in Canada. However, in 2001, the Canadian Safety Council (CSC) estimated that about 460,000 Canadians received a bite of some kind. The Canadian Hospitals Injury Reporting and Prevention Program (CHIRPP) has attempted to compile a list, based on a computer search of hospital records. This data shows that, in 1996, more than 1,200 records contained a reference to dog bites. Most of the victims were young children, but 174 were over the age of 20 and more than 30 were taking part in a delivery or service call. (Note: These numbers are only those bites that were recorded in an identifiable way. Many go unreported or are not recorded as bites.)

The United States has a comprehensive method of capturing dog bite statistics. The Centers For Disease Control has stated that in 1998 about two per cent of the population, or 4.7 million people were bitten. Again, many were service people whose jobs require them to enter the dogs' territory, mostly back yards.

Many utilities that have had serious problems with aggressive dogs have enlisted the help of companies that specialize in canine behaviour to aid staff in learning why dogs can be so unpredictable. In Canada, there are a variety of programs and products designed to protect workers from dogs. One is a canine pepper spray that is

legal (pepper spray designed for humans is not) and comes complete with material safety data sheets. It works well enough but a spray bottle clipped to a jacket or belt may be tricky to grab in an emergency.

The experience of Deutsche Post, the German national postal system, is typical. Employees struggled with a gas-based spray—sometimes spraying themselves by accident—and tried reinforced pants to protect themselves from being attacked. With little success from these reactive programs, the company decided to try a proactive approach and embarked on an education program that taught workers about dogs and their behaviour. The same service is available here.

Joan Orr is the co-founder of Doggone Safe in Canada. This non-profit organization, which offers information and training to children and adults alike, has just released a worker dog bite prevention program. She answered some of the most common questions about what to do when a worker encounters a dog.

What are some of the common misconceptions adults have about dogs?

Dogs are often misunderstood. Most people recognize overt signs of fear or aggression in dogs, such as growling or tail tucked between legs, but do not recognize the many subtle signs that precede an overt reaction. Common misconceptions include the following:

- dogs can smell fear, so act confidently and the dog won't bite;
- a wagging tail always means a friendly dog;
- a strong man can fight off any dog;



- an athletic person can outrun a dog;
- dogs like to be petted and hugged;
- backing slowly away from a growling dog will prevent attack; and
- dogs warn by growling or barking before biting.



What would be the most important thing to keep in mind when you encounter a dog on the job?

Most dogs do not want to bite. Most dogs that act aggressively do so out of fear. Some dogs are protecting their territory. This is also motivated by fear; for example fear of losing their territory or fear of having a confrontation over territory. The most important thing to keep in mind is that movement is a trigger for most dogs to bite, regardless of the motivation. Standing still and not looking at the dog is the best way to become non-threatening to the dog and avoid a bite.

What role does body language play into an encounter with a dog?

Dogs communicate exclusively through body language. They take their cues from other dogs through body language. Many dogs understand some human words, but these words are usually also associated with hand or body positions and dogs are more tuned into the body language than the spoken word. Looming over a dog, staring directly into its eyes or raising a hand are all

interpreted as threatening to a dog. Extending a hand may also be considered a threat. The least threatening position to take with a dog is to stand sideways to the dog, hands down or folded and looking at your feet and not at the dog. This body language tells the dog that you are not intending to hurt it or interact with it. Using this body language rather than spoken language or taking a more confident approach is the best way to communicate effectively with the dog that you are not a threat.

What type of scenarios have you heard from adult workers who have encountered dogs on the job?

We have heard many stories from workers. Many workers are very afraid and this fear causes them to act in ways that results in further bites. We have heard of dogs that seem to lie in wait for the postal worker. We have heard of people being bitten repeatedly as they retreat from the dog. We have heard of dogs that seem friendly, but that bit when the worker reached to pet them. In one case a local postal worker who has been bitten several times spotted a loose dog on the crescent where she was delivering mail and she dropped her bag and ran clear out of the crescent.

Do people tend to deal with different breeds of dogs differently? That is, do they take smaller dogs less seriously than those traditionally associated with aggression?

Yes, people do take large dogs more seriously and are more wary of certain breeds. Small dogs can be very quick and can do a lot of damage especially to tendons and ligaments (which don't heal as well or as readily as bones)—so should not be dismissed on the basis of size alone. Some breeds of dog have been selectively bred for guarding and these dogs are often more suspicious of strangers. It is dangerous to make assumptions strictly on the basis of breed. Our worker safety program will teach people how to judge based on the behaviour and body language of individual dogs and not to rely solely on breed characteristics or size of the dog.

From a corporate perspective, many utilities have policies in place regarding animals on the job. It is important to track and note all aggressive dogs and bite incidents to prevent future injuries. Modern technology now allows employees who use hand held wireless information tracking systems to record addresses that are home to aggressive animals for future reference.

Does your firm have an animal policy in place? Have you considered training staff on understanding animal behaviour?

Be Doggone Smart – Risk Assessment Quiz

Exposure + Hazard = Risk

Scenario Description: _____

Exposure Score _____

- Dog is in pen with top 1
- Dog is in pen with high fencing 2
- Dog is in fenced yard 3
- Dog is loose or insecure pen 4
- Dog is tied or behind screen door 5

Hazard Score _____

- Dog is lying – wags tail and doesn't get up 1
- Dog is wagging/panting or carrying a toy 2
- Dog is indifferent – walks away 3
- Dog is uncertain or tail high or very low 4
- Dog is barking and growling 5

	Hazard 1	Hazard 2	Hazard 3	Hazard 4	Hazard 5
Exposure 1	Very low risk	Very low risk	Very low risk	Very low risk	Low risk
Exposure 2	Very low risk	Very low risk	Very low risk	Low risk	Moderate risk
Exposure 3	Low risk	Low risk	Low risk	Moderate risk	High risk
Exposure 4	Moderate risk	Moderate risk	Moderate risk	Very high risk	Very high risk
Exposure 5	Moderate risk	Moderate risk	High risk	Very high risk	Very high risk

Risk assessment: _____

- Action to be taken:
- A) Stand still and wait for help
 - B) Stand still; retreat to vehicle when dog moves away
 - C) Retreat to vehicle
 - D) Ask owner to put dogs away
 - E) Ask owner to accompany
 - F) Continue with task

Chosen course of action: _____

Scenario Description: _____

Exposure Score _____

Dog is in pen with top	1
Dog is in pen with high fencing	2
Dog is in fenced yard	3
Dog is loose	4
Dog is tied or behind screen door	5

Hazard Score _____

Dog is lying – wags tail and doesn't get up	1
Dog is wagging/panting or carrying a toy	2
Dog is indifferent – walks away	3
Dog is uncertain or tail high or very low	4
Dog is barking and growling	5

Risk assessment: _____

- Circle action to be taken:
- A) Stand still and wait for help
 - B) Stand still; retreat to vehicle when dog moves away
 - C) Retreat to vehicle
 - D) Ask owner to put dogs away
 - E) Ask owner to accompany
 - F) Continue with task

Scenario Description: _____

Exposure Score _____

Dog is in pen with top	1
Dog is in pen with high fencing	2
Dog is in fenced yard	3
Dog is loose	4
Dog is tied or behind screen door	5

Hazard Score _____

Dog is lying – wags tail and doesn't get up	1
Dog is wagging/panting or carrying a toy	2
Dog is indifferent – walks away	3
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Risk assessment: _____

- Circle action to be taken:
- A) Stand still and wait for help
 - B) Stand still; retreat to vehicle when dog moves away
 - C) Retreat to vehicle
 - D) Ask owner to put dogs away
 - E) Ask owner to accompany
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Scenario Description: _____

Exposure Score _____

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Dog is in pen with high fencing	2
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Dog is loose	4
Dog is tied or behind screen door	5

Hazard Score _____

Dog is lying – wags tail and doesn't get up	1
Dog is wagging/panting or carrying a toy	2
Dog is indifferent – walks away	3
Dog is uncertain or tail high or very low	4
Dog is barking and growling	5

Risk assessment: _____

- Circle action to be taken:
- A) Stand still and wait for help
 - B) Stand still; retreat to vehicle when dog moves away
 - C) Retreat to vehicle
 - D) Ask owner to put dogs away
 - E) Ask owner to accompany
 - F) Continue with task

Program Feedback – Be Doggone Smart at Work

Please circle the number that most accurately reflects your answer on a scale of 1-5:

How much did you learn about bite risk reduction?	1 nothing	2	3	4	5 a lot
Did you enjoy the presentation?	1 no	2	3	4	5 very much
Do you think you will be safer around dogs?	1 no	2	3	4	5 a lot
Did you find the photos to be helpful?	1 no	2	3	4	5 very
Did you find the videos to be helpful?	1 no	2	3	4	5 very
Did you find the interactive risk assessment exercise to be helpful?	1 no	2	3	4	5 very
Did you find the question and answer sessions to be helpful?	1 no	2	3	4	5 very
Would you recommend this seminar to others?	1 no	2	3	4	5 strongly

Please record any other comments or suggestions below:

Thanks!

Tips and Resources for Workers

Prevent Contact with Dogs...

- ❖ Alert dog to your presence (whistle; honk horn; slam car door)
- ❖ Back car in; Leave car door open; Get back in car if there's time
- ❖ Stay in car if dog is loose or tied or behind a screen door in insecure pen
- ❖ Do not enter yard of loose or tied dog or dog in insecure pen
- ❖ Don't try to pet dogs while on the job

If Contact is Unavoidable...

Calm the Dog...

- ❖ Stand sideways to the dog
- ❖ Stand still
- ❖ Stand quietly
- ❖ Head down
- ❖ No eye contact

Distracting a Dog...

- ❖ Stand sideways
- ❖ Drop treats
- ❖ Drop tennis ball

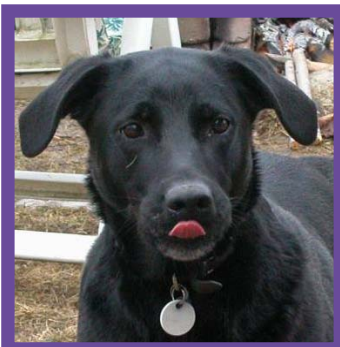
Defensive Action...

- ❖ Be a Tree and wait for help
- ❖ Retreat slowly if dog backs off
- ❖ Never turn your back
- ❖ Don't let fearful dog get behind you

If the Dog Attacks Anyway...

- ❖ Shout "NO" before he gets to you
- ❖ Feed him something – jacket, clipboard, dog bumper
- ❖ Protect face and neck; Try to be still and quiet

Recognize Key Body Language Signs...



Warning: Yawn, lick, half-moon eye, hard stare, raised tail; barking; backing away; advancing and retreating

Friendly: Panting and wagging his tail loosely.

Beware if he stops panting or wagging or becomes stiff.

Never Run Away or Try to Fight Off an Attacking Dog

Dog attack threatens chief's job

Brecknock's Karcher may need arm surgery

By Brett Lovelace
Intelligencer Journal

Published: Mar 08, 2005 9:14 AM EST

LANCASTER COUNTY, PA - A dog attack Friday on Brecknock Township police Chief Edward Karcher might force him to end his 26-year police career.

The 50-year-old suffered muscle and bone damage to his left arm and right hand during the mauling and might need to undergo surgery.

"I have a burning sensation in my arm that won't quit. I think there also could be some nerve damage," Karcher said Monday.

"Right now I can't use my left arm. If it doesn't get back to full strength, then I can't do my job."

An orthopedic specialist is scheduled to examine his injuries Wednesday.

Karcher was treated at Ephrata Community Hospital after the 100-pound Akita attacked him about 5 p.m. Friday in the 900 block of Reading Road, Brecknock Township.

Karcher was patrolling when he encountered the dog in the road. He stopped his police cruiser and approached the animal, which was dragging a chain linked to its collar.

Karcher initially attempted to get the dog into the back seat of the cruiser. The dog resisted and briefly returned to the shoulder of the road. As Karcher was preparing to leave, the dog walked back into the road.

Karcher planned to lead the animal off the road by its chain, but when he moved toward the dog, it lunged at him.

"I threw my left arm up to block the animal, and it clamped its jaws down on me," said Karcher, who is left-handed.

"It knocked me off my feet like a paperweight."

Karcher dropped his radio during the struggle. He managed to fire two rounds from his pistol to frighten the dog.

Neither bullet struck the dog, but one slug hit the windshield of his cruiser.

A motorist stopped and yelled for the dog to release Karcher. The man then helped Karcher off the ground and called for an ambulance.

"I truly believe if that guy hadn't got out of his car, that dog may not have stopped," Karcher said.

State dog warden Travis Hess is investigating the attack.

Hess interviewed Karcher Monday.

He also planned to visit the dog's owner, who has agreed to quarantine the animal for 10 days to make sure it does not have rabies.

The dog apparently broke its chain and wandered out of its owner's yard.

It's not clear if charges will be filed against the owner.

Karcher has been police chief in Brecknock Township since 1998.

He previously was an officer with Penn Ridge Regional Police Department and chief of the Silverdale and Sellersville borough police departments, all in Bucks County.

Excerpt from article posted at www.telegraph.co.uk

Germany's postmen bite back armed with canine psychology
(Filed: 03/08/2003)

Deutsche Post bosses claim attacks by dogs have fallen by a third, reports Jo McAllister in Bonn

They can be the bane of the postman's life, making the short trip from garden gate to letterbox a frightening and, potentially, painful experience.

But now the postal service in Germany claims to have brought the problem of dogs attacking its staff under control by [offering workers courses in canine psychology](#).

Deutsche Post says that the courses have reduced dog attacks by a third and follow other bizarre attempts to reduce the problem which all failed miserably.

In one, the postal service pushed for legislation to force the owners of dangerous dogs to put up small electrified fences. This was dropped when one postman in Hamburg needed hospital treatment after blundering into one such fence and then being bitten by the owner's rottweiler anyway.

Another plan to issue postmen with "contra spray" - a CS gas for use on dogs - was shelved when staff complained that they often found themselves being bitten as they struggled to find the spray, remove the cap, aim and fire it.

In Bavaria, there was a report of how a postman, knocked to the ground by a playful dog, was gassed when the animal trod on the canister, spraying the postman and frightening the dog, which then bit him.

Reinforced trousers also proved useless because they made postmen easier to catch and unable to leap fences. Staff also said that they were unhappy with tough legal action against the owners of dangerous dogs as bringing the court cases after the event did not stop the problem.

However, after the introduction of the dog psychology courses, the number of attacks has dropped by 1,000 a year to just over 2,000. Deutsche Post has sent nearly all of its 80,000 postmen and women on the animal psychology and psychoanalytical courses.

Friedrich Buttgereit, of Deutsche Post, said: "People often see this issue as a subject for jokes but it's no laughing matter." He added that dog attacks led to the loss of more than 12,000 working days a year.

Rolf Schulz of the Berlin postal division said that he had found the course a great help. "It gave me a real insight into how dogs behave and what causes them to bite."