animal welfare Imallers

Shelter Staff Jumping Through Hoops to Keep Animals Entertained

Animal Welfare League of Alexandria (AWLA) volunteer Sandy Garlick sat on the floor of a cat enclosure holding a metal stick with a little red ball at the end. A long-haired, gray and white cat named Nicky, normally a bit skittish around people, reached a paw up to touch the ball, prompting Garlick to press on a clicking device and give Nicky a food treat. Then, they did it all over again. Who says cats can't be trained?

Nicky was just one of dozens of shelter animals who have learned to respond to the combination of clicking and treats or toys, finding new ways to bond with people.

"Clicker training is one of the best ways to build trust between people and animals," said AWLA Volunteer Program Coordinator Brenda Maier. "They're learning together and having fun at the same time."

Volunteer Garlick got interested in clicker-training cats when she witnessed a cat named Coco, who had been a shelter resident for almost a year, learn to do high-fives and walk through a hoop. One day during adoption hours, Garlick showed Coco's tricks to a visitor, and he was so impressed, he adopted the talented feline. "Coco actually trained me!" Garlick recalled. She attended a shelter session to learn the technique and went on to teach a small gray rabbit named Takeoff to stand up on his hind feet and touch the ball on the stick; he was quickly adopted.

Originally used with marine animals, clicker training has become a staple at the AWLA shelter: all dog and cat volunteers



Cookie the cat follows the little red ball in "clicker training" with volunteer Sandy Garlick.

learn the technique, and so do many of those who work with other animals. Besides strengthening positive behaviors, clicker training can help improve an animal's stay by fighting boredom, decreasing stress, increasing confidence and teaching new tricks and behaviors that help animals get adopted more quickly. "After the training, dogs, for instance, start to feel better in their kennels, and a dog comfortable in his kennel is often more comfortable meeting people," Maier said. "With cats that might be excitable, it's a way to help them calm down and show them more appropriate behavior."

To initiate training, a volunteer will wait for a dog to move to the front of his kennel, stand quietly and keep all four paws on the floor. In response, the volunteer will click once and then offer a treat, often a small piece of hot dog.

(Continued on page 3)

Stories Inside...



Helping Hands



Seeing Promise



Lee's Legacy



Irish Spirit



And More!



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Hours of Operation

To limit the spread of COVID-19 in our community, the AWLA is open by appointment only for community assistance, and we are practicing adoptions.

View our current opperating status, available services and adoptable animals at AlexandriaAnimals.org.

Letter from the Executive Director From the Desk of Stella Hanly

I am not sure anyone can say that 2020 has turned out as they expected, and here at the AWLA the feeling is the same. Instead of the huge increase in animal adoptions we had hoped for this year, we have been, like everyone else, pivoting to respond to the COVID-19 pandemic. This crisis has completely changed our day-to-day operations: instead of being a welcoming place for people who want to adopt or visit our animals, we had to lock our doors and invite visitors by appointment. We suspended our transfer program to maintain enough free space in the shelter in case our community needed us to care for their animals as people became sick. We asked our dedicated volunteers



to stay home to observe physical distancing, and the majority of our staff are working from home to ensure we are doing our part to help prevent community spread. Our community events, including our popular Neighborhood Pet Care Fair, had to be canceled. And through all this, our Animal Services officers work diligently as first responders, answering calls for animals in distress throughout the city.

But this crisis also reminded us of the wonderful people who live in our community and how lucky we are to have such dedicated supporters! We needed foster homes, and in the space of two days nearly 40 animals went to stay with caregivers across the city. We asked for supplies to stock our Pet Pantry so pet owners out of work did not have to consider

surrendering a beloved friend; we received hundreds of pounds of food, treats and other pet supplies. We told our supporters that we were committed to paying our employees even though our adoptions and event revenue was drastically reduced; our community donated what they could to allow us to remain strong and continue to help as many animals as possible during these unprecedented times.

As Executive Director, I'd like to thank every one of you who supported us throughout this time, and those of you who continue to support us day-in and day-out. Without you, we would be unable to go above and beyond to help animals not only in our community but throughout the region. And I'd also like to thank the staff of the

AWLA, who met the challenges brought by COVID-19 with strength, ingenuity, integrity and cheerfulness. I am so lucky to be part of a team that is so dedicated and so passionate about the animals in our care. To the AWLA staff and our community at large, THANK YOU.

And in the meantime we want this newsletter to focus on the successes we've had and the work we continue to do, rather than COVID-19.

Our plans have been postponed, not canceled. We will reschedule our Pet Care Fair, we will resume normal transfer operations and we will welcome our volunteers back as soon as it is safe to do so! All of these we look forward to with the goal of helping as many animals as possible, and we will do this with the support of you, our community!





If you would like to help us recover from the setbacks caused by the COVID-19 pandemic and prepare to help even more animals in need, consider making a donation at AlexandriaAnimals.org/Donate.

(Continued from page 1)

Training sessions can mean five minutes of repeating this activity until the dog understands which behaviors are being rewarded. Volunteers first learn the skill in workshops with expert trainers, where they "train" each other, clicking for desired behaviors and dispensing "human" treats.

The shelter's enrichment program goes far beyond clicker training. Every day, dogs, cats and other animals receive two rounds of activities that stimulate them both physically and mentally, says AWLA Manager of Volunteers and Community Events Echo Keif, who developed the program. For dogs' daily enrichment, shelter volunteers dispense Kongs - rubber toys that challenge the animals to retrieve the canned dog food inside — and then later, they get another enrichment activity that rotates

Wednesday mornings mean lucky volunteers get to distribute the popular "busy boxes" full of treats. Some of the dogs are experts at opening their "presents." "It's like Christmas morning every Wednesday," Sugar enjoys an enriching treat.

Keif said. Another canine favorite is a Frisbee, coated inside with peanut butter, mashed pumpkin or squeezable cheese, dotted with treats and frozen, that volunteers hang on the outside of each kennel, primed for dogs to lick.

For cats, the everyday treat is "catnip soup," a set of toys that volunteers have infused with catnip. Later in the day cats can look forward to puzzles such as "snuffle mats," fabric mats covered with fringe that hides treats (or prescription treats for cats with diet restrictions), ready for foraging.

Even the shelter's smaller residents, such as rabbits and guinea pigs, get their own custom-made diversions. Rabbits receive "hay tubes" daily - toilet paper rolls stuffed with rabbits' favorite chow, hay. And as part of the surprise of the day, shelter visitors might see a twine "clothesline" hanging across the rabbits' pens. Clothespins placed along the line hold juicy bites of vegetables and fruits, tempting bunnies to angle for them through the day. "The first time we hung a veggie line over Phoebe the rabbit's enclosure she was so delighted," Keif recalled. "She had been with us for months, and you could see all of her stress melt away with each new veggie she nibbled."

The shelter's next challenge, Maier says, is to introduce clicker training for the resident hamsters, turtles, rats and mice. "Since turtles are more visually oriented, we'll probably use a light instead of a clicker," she said. "We hope to teach our turtles to swim through hoops."

Students With Special Needs Pitch In to Help Shelter Animals

Most Monday and Tuesday mornings, a school bus rolls up in front of the AWLA carrying some important visitors — students from the Key Center School, ready to go to work. As many as eight students from the school, accompanied by several teachers and assistants, then gather in the shelter's community room for 45 minutes of work and learning new skills.

Key Center School is a public day school for students ages five to 22 that educates students with physical and intellectual disabilities, many of them severe. Some of the students are non-verbal and do much of their learning through visual cues and special technologies. When the students turn 18, the school's curriculum shifts its focus to vocational and functional skills for living. "We visit several work sites in the community," said Key Center Vocational Coordinator Jeanie Glasser. "Our sites are developed to meet our students' interests, skills and strengths. The AWLA staff has gone out of its way to make our students feel like part of the team."

The visits to the shelter offer a variety of work opportunities. Some students cut up hot dogs for the shelter's dogs, and one student in a wheelchair with limited mobility even operates an automated cutting machine by tilting his head.

"One student loves stuffing 'busy boxes' for dogs," said AWLA Volunteer Program Coordinator Brenda Maier. "They're cardboard





boxes filled with crumpled newspaper, and she hides treats for the dogs to open and shred." Another young teenaged student has discovered that he enjoys folding laundry. "In his short stay at the shelter, he'll fold big mounds of it," Maier said. "His mom says he now does laundry at home sometimes."

Many of the students have a special interest in animals, Glasser said. One of the students who visited was especially dazzled by the shelter's guinea pigs. "When he saw them, his face just lit up," she recalled.

At a recent session, a 22-year-old student named Bradley pasted colorful stickers on brown paper bags to be used to deliver pet food as part of the AWLA's "Animeals" program. In response to a question, Bradley used a communication application on his iPad to state that dogs are his favorite animals. So it was no surprise that as the group of students moved into the shelter's dog kennel area to greet them, Bradley led the way in generously dispensing treats as the dogs leaped in excitement. On some visits the students also stop by the cat room, just to say hello and wish the cats luck on their adoption journey.

The program provides vital volunteer benefits for the shelter. "We can help the students develop skills and create yummy items for the dogs, so it's a win-win," said Maier. "The students do such a great job, we're running out of things to give them to do. They're developing confidence, and we're knocking projects off our list left and right."

St. Patrick's Spirit on a Blustery Day

Gray skies didn't keep attendees away from the 2020 Fun Dog Show, and their tenacity paid off, because the weather cleared and dozens of costumed canines took to the stage. On March 7, the AWLA once again teamed up with the Ballyshaners to kick off a day of celebration in Old Town, with the Fun Dog Show leading into the Ballyshaners' St. Patrick's Day Parade. With record-setting registration, the 2020 event saw competition as fierce as it was adorable.

Sponsored by McEnearney Associates, the Fun Dog Show's canine contenders vied for one of three titles: Most St. Paddy's Spirit, Best Human/Canine Combo Costume and Most Creative Costume. The competition strutted their stuff, from tutus and fedoras to kilts and shamrocks — there was even a pretty convincing sheep. After the audience weighed in on each category, the winners were announced:

Pickles, the Pot of Gold Pup for the Most St. Paddy's Spirit; **Kayla and pup Cholata**, as students from Hogwarts School of Witchcraft and Wizardry won Best Human/Canine Combo Costume; and Most Creative Costume was awarded to **Zoey**, who looked suspiciously like a set of bagpipes (but with a much better sound).

Congratulations to all the day's competitors, and thank you to everyone who joined us to make the 2020 Fun Dog Show an event to remember!



Recognizing Our Supporters

Behavior Expert Sees Promise in Every Dog and Cat

Of the thousands of animals who come through the doors of the AWLA every year, only a few are lucky enough to meet Beth Mullen. Mullen, owner of Dog Latin Dog Training and Behavior Consulting, is a certified professional dog trainer who is called in when an animal looks like they may need some extra behavioral support. Mullen specializes in using positive reinforcement techniques rooted in science to teach pet manners and coping mechanisms. Her key focus is transforming a problematic association an animal may have — like people, dogs or another stimulus — from negative to positive.

When the AWLA's behavior team reaches out, Mullen visits the shelter to evaluate the animal and creates a written plan of action for the shelter to follow. The plan outlines behavior modification suggestions that can be carried out while the animal is residing at the shelter — and also later in the home of an adopter.



"Beth is really an expert in animal behavior and training, and she is a valuable part of our AWLA team, helping us to carry out our mission of helping as many animals as possible," says Katie DeMent, AWLA Director of Operations.

Training generally involves using a clicking device to reward a desirable behavior, Mullen said; the click is paired with a small treat. For example, for a dog who reacts negatively to other dogs while on walks, Mullen rewards him or her for merely looking at a dog without barking or growling. After a while, Mullen says, the dog starts realizing he or she is doing something good. "The dog looks up at me as if to say, 'You mean all I have to do is look at that other dog and I get some rotisserie chicken?'" she said.

The clicker approach has helped smooth the path for countless animals at the shelter. For animals who are terrified of examinations by the shelter veterinarian, staff or volunteers may click and reward them when the stethoscope touches them. Soon they are able to sail through exams.

Mullen says choosing the right food reward is key. "If you've spent \$15 for a bag of treats and the dog doesn't particularly love them, it's time to donate it and switch up the reinforcers," she said.

A black Labrador retriever mix called Nova transferred to the shelter late last year from West Virginia arrived terrified of people, lashing out at staff when handled. Called in to help, Mullen put a two-week plan in place that started with "drive-bys," where staff members would toss pieces of food in Nova's kennel and then retreat, giving her time to sneak out for them. It wasn't long before Nova started to associate the people with the delicious morsels left behind — and she came out of her shell, allowing them to take her on walks. After spending some days socializing in a staffer's office, Nova was adopted.

Mullen also assists AWLA staff with questions that arise on the shelter's hotline. A recent caller wanted to know how to cope with a cat who was waking them up at around 3 every morning. Mullen suggested the owner purchase toy mice that can be stuffed with treats or kibble and hide them so that the cat could entertain herself by hunting for food.

The AWLA has been a labor of love for Mullen that recalls a lesson she learned from the first dog she had as an adult. Although the dog had significant fear issues, Mullen was able to help him re-associate those fears,

and he became a wonderful pet, especially with Mullen's young daughter.

"When I meet a dog, I just know there's a great pet in there somewhere who just wants to feel safe," Mullen said. "I'm so grateful for the opportunity to help them do just that."



Animal Services Tip #68

Before you start your spring yardwork, check for nests and dens that may contain baby animals in areas like tall grass, brush piles or trees you are trimming! Learn more about your native wild neighbors at AlexandriaAnimals.org/Wildlife.

A Timeless Impact for Animals in Need

In the winter of 2019, the AWLA received an unexpected gift: a generous donation from the estate of a mother and a daughter who were united by, among other things, their love of animals.

Alison Kam Ming Soberano passed away in 2017. A lifelong animal lover, Alison had had several companion animals in her life, and the safety and comfort of homeless animals was important to her.

When Alison's mother, Amy Sui Ling Lee, was writing her own will, she knew that she wanted her money to make a difference to causes that mattered to both her and Alison, and one such cause was their shared love of animals. Both women had lived in the Washington metropolitan area for years, and friends who knew about the efforts of the AWLA recommended the organization as one that could make a big impact with her legacy donation.

"I'd known Amy since I was little, and animals have been as important to her family as they have been to mine," said Joseph Tang, executor of Ms. Lee's estate. "I know she'd be happy to see what a difference AWLA can make in her memory."

The donation from Amy Sui Ling Lee, in honor of her daughter Alison, will touch thousands of animals across the community and improve the lives of so many pets waiting to find their future homes. If you'd like to learn more about how your planned gift can save a life, please email us at legacy@alexandriaanimals.org.



Helping Every Step of the Way

While some volunteers at the AWLA focus on walking dogs or socializing small animals, Kerin Ord and Martin Parr are always looking for new and different ways to help. On Saturdays, the pair can be found in the AWLA's cat adoption room cleaning cat and small animal enclosures, and once that is finished, Ord goes behind the scenes to work with cats who are receiving medical or behavioral care before they are ready for adoption. Having been involved with the AWLA since September 2018, starting as fosters and volunteers who assisted with the essentials of laundry and cleaning dishes, Ord says she still cannot walk past a quiet laundry machine without starting another load, even though she's progressed to other roles. In any way they can help, they do.

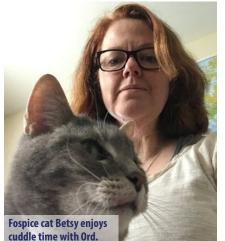
But their work doesn't stop after they leave the Vola Lawson Animal Shelter. Along with volunteering, Ord and Parr often foster shelter residents in their home, whether they're recovering from medical treatment or just in need of a little break. "We realized not a lot of volunteers worked with small animals, and Martin took a liking to them as we learned more about the different kinds of animals at the AWLA," Ord recalled. The pair have fostered both dogs and cats, but they have also taken in rabbits and, most recently, guinea pigs named Harry and Ronald, who needed a foster home as the AWLA was working to reduce the in-shelter population in preparation for the spreading COVID-19.

When they first began spending time at the shelter, Ord and Parr worried they would want to bring home every animal they worked with to join their current feline family members, Grover and Daisy. While they haven't kept any of their fosters yet, they have found another way to

make a lasting impact for some of the AWLA's residents: animals who spend their final weeks or months at the AWLA in need of "fospice" or foster hospice care.

Some animals who come to the AWLA are older or in declining health and may not be well enough to be adopted to a family, but they are still deserving of an opportunity to enjoy the time they have left. "It breaks our hearts that animals are not with families in their final days. We are happy to offer a loving home environment, to be able to spoil these

In their time as volunteers and fosters so far, Ord and Parr recall many memorable moments, from when a shy, new foster first comes out of hiding to sit on their lap to the many adoptions they have assisted with for animals in their care. But adoption isn't truly goodbye because Ord and Parr enjoy frequent updates from animals formerly in their care who, thanks to their time and dedication, now have loving homes to call their own.





Ronald the guinea pig

Happy Tails

Senior Animals Loving Their New Lease on Life

Cali

When planning to welcome a pet into the family, some adopters might look for a kitten or puppy, young and full of energy. But when Christa Oxley decided she was ready to adopt, she knew she wanted something different. "I was looking to adopt an older kitty," said Oxley, "one who had been in the AWLA for a while, and one who needed a good home." Cali checked all those boxes.

Cali wore many hats during her time at the AWLA, both figuratively and literally. Since coming to the AWLA in May 2018, Cali had enjoyed the company of our Book Buddy youth volunteers in the cat adoption room, supervised staff while staying in one of the shelter's administrative offices and spent some time with one of our foster caregivers, enjoying a sunny room all her own. She posed for adoption photos but also served as a model for requests for donations and other outreach (which is where the hats came in). But approaching her second anniversary with the AWLA, Cali headed back to the shelter in hopes of meeting her future family there, and in early January, that's just what she did.

A seasoned cat owner, Oxley knew she could give Cali everything she needed to continue enjoying her senior years in a home of her own. After a brief period of settling in, Cali now hogs the bed, the couch and every other place she likes to cuddle with her family. She especially enjoys cozying up in her signature Cali Cocoons — any blanket she can burrow in. Oxley remembers during one of Cali's first days home, she spent 30 minutes calling for Cali, worried the senior feline had somehow slipped out the front door, only to find her emerging from her blankets wondering why she had been woken up from her nap.

Cali cuddles on the couch with her family. Cali in one of her blanket cocoons

Oxley's favorite moments with Cali are the routines Cali has developed as part of the family. When Oxley walks toward the patio door, Cali meets her there, ready to enjoy a little fresh air through the screen. At night when Cali meows before bed, as many cats do, she lets her people then carry her to bed as if that is what she wanted all along. And now at 18 years old, Cali still enjoys playing with her laser pointer toy, even if she usually does it from the couch with her best friends right by her side.

Chacha

Chacha danced her way into the hearts of many during her time at the AWLA. Her often serious expression paired with her graying muzzle gave a stern first impression from a silly, laid-back and affectionate dog. To find her new family, she went on "foster sleepovers" even though she had spent most of her first nine years sleeping outside; she went on TV wearing full St. Patrick's Day garb — tutu and all — in case that certain someone was watching; and she ventured all around Alexandria on field trips with volunteers from the AWLA in case she spotted the right person along the way. But like most 9-year-old pups, Chacha wasn't in a rush.

While Chacha searched high and low, she didn't realize that she had already met her new best friend. A few weeks after their first sleepover together, Chacha headed home with her former foster and now family, Pamela Renteria. "Fostering Chacha was a little different than officially bringing her home." Renteria recalls. "She had shown to be super sweet, quiet and loved to lounge. However, after bringing her home as a member of the family, we saw

another side of her. She has so much personality in her, and she's not afraid to show it!"

Just like on their first sleepover together, Chacha still has her serious look, concealing her lively spirit, but as she relaxes and gets to know her home, Chacha's inner puppy comes out a little more each day. Chacha has settled into a routine that includes her favorite sunny spots for her daily sun bathing and the highlight of every day: her walk. "Although she is 9 years young, she can still have the energy of the puppy!" says Renteria. The senior pup has developed new habits of "talking" with her family, who are quickly learning to understand what she wants, and using her best "puppy eyes" when craving a treat. But there is one aspect of Chacha that hasn't changed even though so much of her life has: She still dances into people's hearts, just now with her family right in step.



2019 Vola Lawson Animal Advocates

\$25,000+ financial/in-kind donations or 5,000 volunteer hours: The Anne Cabaniss Trust H.N. (Jav) Hoffman III & Arline Hoffman, Rosemary Hayes Jones & Stan Jones and the Estates of William George Barrick, Norman F. & Katherine Carlene Garrigus, Amy Sui Ling Lee, and Donald & Rosemary Werner, along with













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Thank you for supporting Alexandria's Animals!

Vola Lawson Animal Advocates

January 1 - March 31, 2020

The AWLA commends our Vola Lawson Animal Advocates (VoLAAs) for contributions made from January 1 through March 31, 2020. Thank you to the City of Alexandria, which allows us to continue to provide care, control and sheltering services to Alexandria's Animals.

VoLAAs are recognized individuals and businesses who give support at the highest levels. The program includes several levels of recognition for monetary donations and volunteer hours as well as in-kind donations made fiscally. **Animal Guardian** — \$25,000 or more financial or in-kind support or 5,000 volunteer hours; Animal Champion — \$10,000 or more financial or in-kind support or 1,000 volunteer hours; Animal Friend — \$5,000 or more financial or in-kind support or 500 volunteer hours; Animal Companion — \$2,500 or more financial or in-kind support or 250 volunteer hours; and Animal Advocate -\$1,000 or more in financial support or 100 volunteer hours.

> For more information about becoming one of Alexandria's Animal Advocates, contact development@alexandriaanimals.org.

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Thank you to everyone who donated in memory or honor of a loved one between January 1 and March 31, 2020. Donations of \$250 or more are recognized below.

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