

# Certification in Low Stress Handling of Dogs and Cats

# INFORMATION GUIDE



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THE ART & SCIENCE OF ANIMAL BEHAVIOR

Dr. Sophia Yin's pet-friendly animal handling techniques are shaping the new standard of care for petcare professionals. Low Stress Handling leads to safer and more satisfied staff, efficient workplaces, lowered liability, loyal clients, and of course, happy animals!

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March 2015 Update





# About This Program

Veterinary hospitals and individuals can earn Dr. Yin's Certification in Low Stress Handling through online training sessions and testing.

## A. Introduction

The purpose of this Certification in Low Stress Handling is to provide the teaching content needed to understand and improve the individual or hospital's ability to create a low stress environment and handle animals in a less stressful manner. Coursework for this Certification goes beyond the teaching available from Dr. Yin's book/DVD *Low Stress Handling, Restraint and Behavior Modification of Dogs & Cats* and related training videos. While those sources include improvements to the hospital's design, to its preparation of and for the patient prior to a visit, and to its use of tools and sedative agents, a large portion of Low Stress Handling relies on the development of important hands-on skills. Among these are the abilities to:

1. Recognize the overt and subtle signs of fear and anxiety in dogs and cats and identify the common mistakes people make when approaching and greeting pets that make the animals more fearful or aggressive. Learn to approach and handle pets in a relaxed, non-threatening manner.
2. Learn how the sights, sounds, smells, and surfaces in your practice may be increasing the stress in your patients. Discover ways to create a calmer, safer, and more secure environment.
3. Learn 5 methods for controlling the rear and 7 for controlling the front end in dogs. Determine which directions of movement (forward, back, right, left, up and down) each hold controls. Evaluate which restraint hold is best for a given dog and procedure.
4. Understand how every interaction – how you approach, pick animals up, move them from place to place, or restrain them – affects the animal's perception of you and their willingness to cooperate. Learn how to position your body and adjust your movement to provide the direction and guidance the animal needs.

## B. Benefits of Hospital or Pet Care Business Certification

1. **Improved client confidence:** It will allow staff to project that they are both caring and skilled, rather than projecting a desire to rush through their visits to earn more money.
2. **Lower anxiety for staff and clients:** Clients know their pets will be handled in a caring and calm manner. Staff know they won't have to struggle since they understand how to get patients to comply willingly to procedures.
3. **Increased staff efficiency and higher productivity:** Less staff time is spent on restraining animals due to increased skill.
4. **Lower injury rates and fewer worker's compensation claims:** Improved handler skill results in a decrease in animal-induced injuries.
5. **Higher job satisfaction:** Better training leads to lowered stress in staff.

## C. Additional Benefits of Individual Certification

1. **Resume-building:** Clients, employers, and potential employers know that the certified individual has added a valuable skill set.
2. **Continuing Education Units:** Coursework earns 20 RACE-approved CEU. CCPDT and IAABC CEU are also available. This course meets the requirements for 20 RACE hours of continuing education credit for veterinarians and veterinary technicians in jurisdictions which recognize AAVSB's RACE approval. However, participants should be aware that some state boards have limitations on the number of hours accepted in specific categories and/or restrictions on specific methods of delivery.



# Silver-Level Certification: Coursework & Online Testing



Individual Certification at this level demonstrates to clients and employers the individual's dedicated interest in Low Stress Handling. Hospital Certification at this level demonstrates to clients and staff the hospital's commitment to appropriately training staff in Low Stress Handling methods.

## A. Requirements

### 1. Individual Certification Requirements

Certification requires that each individual take the following 10 lecture and lab courses in the pre-determined order. The classes are taken online, via an easy-to-use portal (hosted by ProProfs). After each lecture, the individual takes an online multiple-choice examination. As soon as you complete the quiz, you will see your grade. If you don't pass the first time, the grade page has an option to retake the quiz. After passing all 10 multiple choice quizzes and a final multiple choice exam scoring 90% correct or higher, the individual receives Certification in Low Stress Handling, Silver-Level. This program is open to all individuals, including pre-veterinary students, technician students, groomers, dog trainers, etc.

- a. **How much time do I have to complete the course?** Six months. Individuals who have not completed the course after six months must re-enroll to get certification.
- b. **How long does certification last?** Like Board Examinations for Veterinarians or the Veterinary Technician National Examination, Certification in Low Stress Handling is a one-time process.

### 2. Hospital Certification Requirements

Certification requires that over 50% of staff (including part-time) become certified in Low Stress Handling as described under the Individual Certification section.

- a. **How long does my hospital have to complete certification?** Once a hospital registers to begin the certification process, it has six months for over 50% of its staff to complete the course. It has the option to apply for ONE two-month extension.
- b. **How long does certification last?** Unlike individuals, hospitals must re-certify every three years. The majority of veterinary hospitals see a 30% or higher staff turnover rate each year—meaning that even after just two years, only 30%-45% of the original team members may remain.
- c. **What is the process for hospital recertification?** To re-certify, hospitals must re-establish that over 50% of current staff is Certified in Low Stress Handling.
  - i. At 2.5 years, the hospital receives notification that it's time to re-certify. Only staff members who are not Certified in Low Stress Handling need to take the course.

**For example:** When first certifying, a hospital has 51 staff members out of 100 become certified. Over the next 2.5 years, they lose 30 staff members and must rehire. With the turnover, now only 40 LSH certified individuals remain on staff. To re-certify, this 100-employee hospital will need to certify at least 11 additional staff members in order to fulfill the “over 50%” requirement.

- ii. Note that a certified hospital may decide to make it standard policy for all new technicians and staff to receive Certification in Low Stress Handling as part of safety training. In that case, those employees join the hospital's roster of certified staff members as they become certified. As a result, when it's time to re-certify the hospital may easily still retain over 50% of certified staff, even with normal staff turnover.
- iii. Note that during the three-year period, a certified hospital may hire new technicians and assistants who completed their Certification in Low Stress Handling elsewhere. When it's time to re-certify, those new certified employees are counted toward the "over 50%" requirement.

### **3. Group Silver Certification for Student Groups**









- I. Student groups of 4 or more may pay the discounted hospital rate if:
  - a. They attend an accredited school.
  - b. Each student has purchased the Low Stress Handling, Restraint and Behavior Modification of Dogs & Cats textbook.
- II. The students do not need to be part of an official campus group - they can form their own groups of 4 or more people
  - a. However, official campus groups can sign up as well.
- III. The students must provide CattleDog Publishing with proof that they purchased the book.
  - a. They should provide CattleDog Publishing with a receipt.

#### **July 6, 2015 Update:**

We recently reconstructed the program to better fulfill RACE/CE requirements. The following 5 titles are now accompanied by discussion questions.

- Recognizing Brewing Fear and Aggression in Dogs and Cats
- Rapid Reversal of Fear and Aggression in Dogs and Cats
- Low Stress Handling and Restraint of Difficult Dogs and Cats
- Towel Wrap Techniques for Handling Cats with Skill and Ease
- Kitty Kindergarten: Creating the New Improved Cat Through Early Socialization

If you are still working on any of these five titles, you will now be required to do the discussion questions in order to pass those sections.

	DVD	Lecture	Time (min)	CE Units
1		<b>Recognizing Brewing Fear and Aggression in Dogs and Cats</b> (Lecture 1 in <i>Creating a Pet-Friendly Hospital, Animal Shelter or Petcare Business</i> )	78 min	2
2		<b>Rapid Reversal of Fear and Aggression in Dogs and Cats</b> (Lecture 2 in <i>Creating a Pet-Friendly Hospital, Animal Shelter or Petcare Business</i> )	75 min	2
3		<b>Low Stress Handling and Restraint of Difficult Dogs and Cats</b> (Lecture 3 in <i>Creating a Pet-Friendly Hospital, Animal Shelter or Petcare Business</i> )	75 min	2
4		<b>What Giraffes, Dogs, and Chickens Have in Common—Training Techniques that Work for All Creatures</b> (Lecture 1 in <i>Pet Dogs, Problem Dogs, High Performance Dogs: How Science Can Take Your Training to a New Level</i> )	96 min	2
5		<b>Towel Wrap Techniques for Handling Cats with Skill and Ease</b> (from DVD of the same title)	80 min	1.5
6		<b>Kitty Kindergarten: Creating the New Improved Cat Through Early Socialization</b> (Lecture available through Vimeo on Demand: \$5 for 48hr rental or \$20 for purchase to own at <a href="https://vimeo.com/ondemand/kittykindergarten">https://vimeo.com/ondemand/kittykindergarten</a> )	96 min	2
7		<b>Essential Exercises for Moving Dogs from Place to Place</b> (From <i>Handling, Moving, and Restraining Dogs in Stressful Environments, Part 1: A Workshop on Essential Exercises with Special Techniques for Medium and Large Dogs</i> )	98 min	2
8		<b>Handling and Restraining Medium-sized and Large Dogs with Skill and Ease</b> (From <i>Handling, Moving, and Restraining Dogs in Stressful Environments, Part 1: A Workshop on Essential Exercises with Special Techniques for Medium and Large Dogs</i> )	69 min	1

	DVD	Lecture	Time (min)	CE Units
9		<b>Handling and Restraining Fearful, Aggressive or Difficult Dogs with Skill and Ease</b> <i>(From Handling, Moving, and Restraining Dogs in Stressful Environments: Part 2 A Tutorial on Counterconditioning and Low Stress Handling with Special Techniques for Small and Medium-sized Dogs)</i>	136 min	2.5
10		<b>Desensitization and Counterconditioning: Teaching Dogs to Willingly Accept Medical Procedures</b> <i>(From Handling, Moving, and Restraining Dogs in Stressful Environments: Part 3 A Tutorial on Counterconditioning and Low Stress Handling with Special Techniques for Small and Medium-sized Dogs)</i>	160 min	3

## B. Process

### 1. Individual Certification Process

- a. **Step 1: Register.** Go to <http://drsophiayin.com/lowstress/certification> and enroll in the Low Stress Handling Certification Course.
  - i. Note that if you are seeking certification, you must enroll in the entire Low Stress Handling Certification Course. You will not receive certification if you enroll in the component classes individually.
- b. **Step 2: Complete the coursework and exams.** Watch the lectures and lab videos in the predetermined order. Take the multiple-choice examination at the end of each lecture or lab. For the five labs, we recommend that you practice the skills as you are working through the videos. We also strongly recommend that you download the accompanying Low Stress Handling Certification Workbook on ProProfs and read the Study Tips ahead of time so that you will know how to get the most out of this program.
  - i. After you successfully pass each multiple-choice test (scoring 90% correct or higher), you automatically move on to the next course in the series.
  - ii. After you complete the entire series and pass all of the tests, you receive a certificate of completion with your CE units listed (AAVSB for veterinary staff, IAABC or CCPDT for members of those organizations). For international shipping costs, please see Step 3 on page 8. If you have requested CCPDT units, these units will be added to the CCPDT website within 30 days of your completion.
  - iii. Email [behavior@nerdbook.com](mailto:behavior@nerdbook.com) to let CattleDog Publishing know you have completed the Low Stress Handling Certification Program
- c. **Step 3: Publicize your accomplishment.**
  - i. You receive a paper certificate of completion in the mail that you can display on your wall.



- ii. **International customers:** Please contact CattleDog Publishing at [behavior@nerdbook.com](mailto:behavior@nerdbook.com) to let us know whether you would like physical or digital copies of your certificate and badge. If you would like a physical copy of the certificate and badge, there will be an additional shipping cost based on shipping charges to your country. We can provide you with the cost once you contact us. There is no shipping charge for customers in the United States.
- iii. We include your name on our website's listing of certified individuals.
- iv. You may add to your e-mail signature and website the words "Low Stress Handling Certified—Silver" and the year of certification. You may include the Low Stress Handling Certified—Silver logo on your website, along with a link back to the Certification in Low Stress Handling page, so your clients can see what the certification means.
- v. You may tell clients that you have been trained in Low Stress Handling via online lecture and testing, or that you are Certified in Low Stress Handling.
- vi. You may NOT claim to be certified to teach Low Stress Handling. You may NOT claim that you have been "certified as having Low Stress Handling skills."

### Individual

For pricing, go to the pricing section of this guide



## LOW STRESS HANDLING TESTIMONIALS

*As a volunteer foster, I deal with many different dogs. This info will help me assess and work with my dogs. I now have better recognition of how dogs learn and how to avoid unknowingly teaching inappropriate behavior. — Kathi Kelley, Rescue Worker*

### 2. Hospital Certification Process

- a. **Step 1: Register and set up an account.** Contact CattleDog Publishing directly at [behavior@nerdbook.com](mailto:behavior@nerdbook.com) so an employee can calculate your group's cost. CattleDog Publishing will ask for the following information:
  - i. Hospital information: Hospital name, hospital address, name and job title of the hospital member who will be our primary contact, phone, fax, and e-mail. (Note that you will have six months for staff to complete the course).
  - ii. Staff information: Number of staff working 8 or more hours per week. At least 51% of employees working more than 8 hours a week must pass the certification course regardless of their hospital duties.
  - iii. Enrollee information: Number of employees who will be taking the certification course. Per-person cost for the hospital varies depends on the number of staff registered. See the price section at the end of this document.
  - iv. Enrolling additional staff members after initial registration: If you decide to add more staff members, you can enroll them at the same per-person rate by contacting [behavior@nerdbook.com](mailto:behavior@nerdbook.com).
  - v. CattleDog Publishing will respond to submissions within 48 business hours to answer any questions and to provide a personalized fee quote. Once the business indicates they want to proceed, CDP will help them with payment and team enrollment.
- b. **Step 2: Individual students will receive a welcome email from ProProfs that tells them how to access courses.**
- c. **Step 3: Individual staff members complete the course.**
  - i. What individuals need to do: Individual staff members watch the lectures and lab videos in the predetermined order, and take the multiple choice examinations. For the five labs, we recommend that participants practice the skills as they are working through the videos. We also strongly recommend that they download the accompanying Low Stress Handling Certification Workbook from ProProfs and read the Study Tips ahead of time so that you will know how to get the most out of this program. The discussion questions, and practice exercises will be especially important for students to enhance their learning experience.
  - ii. Once the staff member has completed the entire course and passed all of the tests, he or she receives a certificate of completion and a clip-on badge/nametag to wear with the Low Stress Handling Certified—Silver logo. These will be sent once the minimum required number of staff members have completed their Silver Certification (For international shipping costs, please see Step 3 on page 8).
  - iii. Monthly milestone reports: Upon request, you'll receive "monthly milestones" e-mails documenting the percentage of your enrolled staff members who have completed the various classes and how many have completed the entire certification, so that hospital administration can ensure staff is keeping up.
  - iv. How management can facilitate the learning process: We recommend that the hospital uses the Low Stress Handling Certification Workbook discussion questions and practice exercises to help facilitate learning. Weekly staff meetings to discuss the questions or practice exercises can help keep members on track and ensure that the process is a group effort.

- v. Minimum requirements for certification: When over 50% of staff completes the program, the hospital receives certification. For example: If 12 are on staff but only 10 employees work over 8 hours/week, then only 6 must complete the training.

**d. Step 4: Publicize your accomplishment.**

- i. Within 6 weeks of notifying us of your completion of the Low Stress Handling Certification Program, you will receive an official certificate of completion that you can display in your lobby, stating that the hospital is “Certified in Low Stress Handling Silver” because over 50% of staff are certified via online course. To help you generate client awareness and interest, you also receive ID badges for all certified staff with their names and the certification mark. The certification mark includes the URL [www.lowstresshandling.com](http://www.lowstresshandling.com), where the public can learn about Low Stress Handling and find out what your certification means (For international shipping costs, please see Step 3 on page 8).
- ii. Your hospital is listed as Certified on [www.lowstresshandling.com](http://www.lowstresshandling.com) (including number of certified employees), along with a link leading back to your own website. Individuals will be listed on the certified individuals page.

## Hospital Pricing

For pricing, go to the pricing section of this guide



Veterinary Students Practicing Low Stress Handling Techniques

### LOW STRESS HANDLING TESTIMONIALS

*For me, the way to approach a patient was very helpful. That is something never addressed during tech school. It was always “use common sense”. Having a specific technique that has been proven to work, is great. This will help me in making my patients more comfortable on arrival. — Rebecca Carman, RVT*



## C. Payment Information

**Is Certification Cost–Effective? Compare the cost with other CE:** Hiring a lecturer to come out to present 20 CEU hours of lectures (two days) to your entire staff can easily cost \$6,000.00. The cost of closing your hospital for two days and losing those days of revenue, while paying staff to take the two days of CE, could run as high as \$75,000.

### Individual Certification

#### 1. Individual certification cost

Costs \$330.00

- a) \$40.00 certification fee
- b) \$290.00 course fee includes viewing access to all of the online videos that make up the course content as well as the online quizzes

#### 2. Payment is 100% in advance

- a) Individuals pay through ProProfs
- b) Credit card only – All major credit card companies are accepted: Visa, Mastercard, Discover, American Express

#### 3. ProProfs then sends the participant the link to the Program and their login information

#### 4. Additional Discounts for Individuals.

- a. Individuals who have taken three or more of the Certification in Low Stress Handling online classes within the last four months can receive a 20% discount on enrolling in LSH certification. To receive the discount, they must inform us of the previous coursework prior to enrolling.

### Hospital Certification

#### 1. Hospital certification cost

Variable cost depending on the number of people getting certified at that hospital

#### 2. Each group pays:

- a) \$75.00 base set-up fee for the whole hospital regardless of size
- b) \$5.00 individual set-up fee for each participant
- c) \$300.00 discounted certification and online video fee for each participant

#### 3. Payment is 100% in advance

- a) You contact CattleDog Publishing and we calculate your cost
- b) You then pay through CattleDog Publishing
- c) You may pay by credit card (Visa, Mastercard, Discover only), check, PayPal, or money order
- d) International orders may NOT pay with a credit card
- e) You must give CattleDog Publishing your participants' contact information so we can enter their emails into the platform
- f) CattleDog Publishing then sends the hospital participants the link to the Program and login information

#### 3. Cost for Enrolling Additional Staff Members

After initial registration, hospitals may enroll additional staff members or decide to certify new staff as part of regular staff training even after the hospital is certified. Hospitals will only be charged the \$5 individual set up cost plus the discounted individual certification price per additional staff member.

#### 4. Cost for Recertification

The only cost associated with recertification will be to enroll additional hospital staff in order to meet the minimum certified staff requirement.

## **D. What if you are not able to finish on time? Re-Enrolling:**

### **1. If the participant does not finish in the allotted time, they must re-enroll to get certification**

- a) There is a \$15.00 per individual fee to re-enroll.
- b) This also applies to hospitals, though only those individuals who have not yet completed the Program after 6 months need to re-enroll

### **2. When a participant re-enrolls:**

- a) They are given a new account and password
- b) They must restart the Program from the beginning

For more details on the Low Stress Handling Certification Process, please see the breakdown at the end of this guide.

## Additional Low Stress Handling Certification Information

### *Summary of what you have to do to get certified*

- I. Individuals
  - A. Sign up and pay
    1. The link to sign up is found on the website: <http://drsophiayin.com/lowstress/certification>
    2. You then pay on ProProfs site via credit card
- II. Hospitals and groups
  - A. Contact CattleDog Publishing to get your cost calculated
    1. Pay CattleDog Publishing directly via credit card, check, PayPal, or money order
    2. International orders may not pay via credit card
- III. Watch all 10 course videos
  - A. Take each course's quiz and a cumulative exam at the end
    1. All must be passed with 90% or better
- IV. Email CattleDog Publishing at [behavior@nerdbook.com](mailto:behavior@nerdbook.com) to let us know the Program has been completed.
  - A. ProProfs will also email CattleDog Publishing once you have completed the Program

### **More Information on Continuing Education**

- I. AAVSB RACE: This course meets the requirements for 20 RACE hours of continuing education credit for veterinarians and veterinary technicians in jurisdictions which recognize AAVSB's RACE approval. However, participants should be aware that some state boards have limitations on the number of hours accepted in specific categories and/or restrictions on specific methods of delivery.
- II. Once participant has completed the program
  - A. RACE: you are responsible for sending notification to RACE for record of your CE credits
  - B. CCPDT: you must email CattleDog Publishing with your certificant code so a CattleDog Publishing employee can notify CCPDT
  - C. IAABC: you must contact CattleDog Publishing so CattleDog Publishing can provide you with the letter you must give to IAABC to get your CEUs

### **Additional Resources**

- I. While these courses are part of the Certification Program, each course may be taken independently of the Certification Program. All instructional content is contained within this course. The purchase of a text or any outside materials is not required.
- II. Download the free Low Stress Handling of Dogs & Cats Certification Workbook to see additional resources that will help you get the most out of this learning experience.
  - i. Study tips
  - ii. Discussion questions
  - iii. Practice exercises
  - iv. Available for download on ProProfs.com
- III. Low Stress Handling, Restraint and Behavior Modification of Dogs & Cats (book and DVD) provides additional techniques and information.
  - i. Client handouts and additional resources can be found on the reader resources page.
    - a. <http://drsophiayin.com/lowstress/resources>
  - ii. Access is granted to those who have purchased Low Stress Handling book and registered it using the 8-digit code in the back of the book