Surrender Prevention Specialist Certification

Developed and Presented by: Rachel Geller Ed.D.
NEW PERSPECTIVE

- Reduce intake
- Keep cats in their homes

Traniello, E.M. (2022)
Commission Donation to Dr. Geller
PRE SURRENDER PREVENTION

😡 Radar up!
😡 Litter Box Problems!
😡 Unadoptable!

Traniello, E.M. (2022)
Commission Donation to Dr. Geller
NEW WAY OF DOING THINGS

‼ New approach
‼ New program

Traniello, E.M. (2022)
Commission Donation to Dr. Geller
NON-JUDGMENTAL & EMPATHETIC

• Open-minded
• Be their ally
SURRENDERERS DO CARE

💔 Look at the caller in a different way
💔 She does care
💔 She is concerned
Inaccurate descriptions
Labels are incorrect
Cats are misunderstood
PROVIDE HOPE

☀ Give hope
☀ Be optimistic
☀ Project positivity

Traniello, E.M. (2022)
Commission Donation to Dr. Geller
SURRENDER PREVENTION
THE IMPORTANCE OF LISTENING

- Listen!
- Acknowledge
- Pay attention
- Relate
- Repeat back
MIND SET OF CAT OWNERS

• Given up
• Frustrated
• Hopeless
• Tired
GET ON THE OWNER’S SIDE

❤ Love between person-cat
❤ We will work together
❤ We can solve this problem
REALISTIC CONSTRAINTS

- Money
- Time
- Gather information
- Patience
IMPORTANCE OF FOLLOW UP CALLS

☎ About a week after the original conversation
☎ Opportunity to support
NEEDY CAT OWNERS

🤝 Hand holding
🤝 Frequent check-ins
🤝 Emotional support
NEW ADOPTER CONCERNS

• Early intervention and support
• Lack of a bond
1. Consultation
2. History
3. Questions
4. Videos/face time/Skype
5. Information to analyze behavior patterns
6. Develop plan of action
7. Follow-up
PROVIDE WRITTEN INSTRUCTIONS

- Can be read repeatedly
- Have for future reference
- Avoids miscommunication
USE THE DOWNLOADABLE CHECKLIST TO GATHER INFO

- Efficiency
- Standardization
- Provide quick response
LITTER BOX CHECKLIST – HANDOUT TO BE PROVIDED

💡 How to help with set up
💡 How to help with location
💡 Looking at the box itself
💡 Looking at type of litter
LITTER BOX ASSESSMENT

- Covered
- Dirty
- Location
- Number
USE YOUR BEST JUDGMENT RE VET VISIT

- Rule out medical – it depends
- Look at symptoms
- Evaluate possible behavioral causes
SCRATCHING POST CHECKLIST – HANDOUT TO BE PROVIDED

Texture
Location
Height and Weight
Deter / Redirect
SCRATCHING POST ASSESSMENT

- Emotional component
- Release tension
- Stability is important
MULTI-CAT HOUSEHOLD/AGGRESSION CHECKLIST – HANDOUT TO BE PROVIDED

Resources
Introductions
Play Sessions
Vertical Space
MULTI-CAT HOUSEHOLD/AGGRESSION ASSESSMENT

💡 Develop trust
💡 Feel safe
💡 Add resources
INTRO VS RE-INTRO

- Newcomer?
- Tolerance?
- Injuries?
CATS REACT DIFFERENTLY

LENGTH OF TIME IS IMPORTANT
ENVIRONMENTAL CHANGES

Each cat has his own resources
Reduce competition
The more territory the better
FOOD AS MOTIVATION

🍎 Use when near each other
🍎 Use when coexisting peacefully
POSITIVE ASSOCIATIONS WITH FOOD

- Start with separation
- Gradually move bowls closer
- Gradually increase duration
- Go at the cat’s pace
TIME AND PATIENCE LIMITATIONS

⏰ Be respectful
⏰ Don’t overwhelm
⏰ Responsive
BITING/AGGRESSION CHECKLIST – HANDOUT TO BE PROVIDED
BITING AGGRESSION ASSESSMENT
CUSTOMIZE!

💡 Establish personal relationship
💡 Bond and connect
💡 Place value on the cat
Most people want to keep their cats, they don’t think these behaviors can be fixed.

Empathy is important.

Call when you say you will, email when you say you will.
THINGS TO REMEMBER

• Almost half of surrenders are due to behavior
• Solve behavior problems to keep cats in their homes
Wrap-up

👍 Empathy & compassion
👍 Address potential barriers
👍 Understanding
GOT QUESTIONS?

drrachelcatbehavior.com
A Very Special Thank You

Erin Traniello
Traniello, E.M. (2022)
Commission Donation to Dr. Geller
Erintraniello@gmail.com

Kendall Falk
https://cartoonmydog.com/
kendallf@live.com