**Creating an Effective Volunteer-Based Behavior Program**

The Volunteer Based Behavior Program is a five-month program. It has a hands-on format with lectures designed to teach volunteers how to instill appropriate behaviors in shelter dogs and improve the care while in the shelter which in turn will help increase the chances for adoption.

**Kim Moeller, CPDT-KA**

Ms. Moeller is a professional member of the Association of Pet Dog Trainers. She is the dog-dog socialization and rehabilitation expert at the SF/SPCA, where in 2002 she was awarded an honorary certificate in dog-dog aggression. She is an author and has written articles for various industry publications and is a respected authority on dog-dog issues, speaking across the country and internationally in places as far-flung as Spain and New Zealand.