

VITA

Suzanne Hetts
(formerly Suzanne Arguello, 1973-1988)

PERSONAL

Date of birth:
2/22/51

Place of birth: Denver, Colorado
Family status: Married to Daniel Estep, Ph.D., CAAB

Home address:
7900 W. Layton Ave. #905
Littleton, CO 80123-1906
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Arizona Address (November – May)
13208 N. Cedar Dr.
Sun City, AZ 85351

EDUCATIONAL HISTORY

1973 B.S.
With High Distinction

Microbiology and Medical Technology
Department of Microbiology
College of Veterinary Medicine and Biomedical Sciences
Colorado State University, Fort Collins

1978 M.S.

Wildlife Biology
Department of Fishery and Wildlife Biology
College of Forestry and Natural Resources
Colorado State University, Fort Collins

1989 Ph.D.

Zoology (Animal Behavior)
Department of Biology
College of Natural Sciences
Colorado State University, Fort Collins

Dissertation: The Effect of Differential Separation Periods on Separation Distress in Domestic Dog Puppies

HONOR SOCIETIES

Phi Kappa Phi Phi Zeta
Xi Sigma Pi

AWARDS

American Humane Association's "K.C." Faculty Award for Outstanding Teaching, 1998

PROFESSIONAL MEMBERSHIPS

Animal Behavior Society

Current general member

Past Member of Issues in Applied Animal Behavior Committee, Chair (2004-2007)

Past Chair of Board of Professional Certification

International Society for Applied Ethology

Delta Society

Past Chair of National Research Committee

American Veterinary Medical Association (affiliate member)

American Veterinary Society of Animal Behavior (associate member)

Program Committee Member, International Society for Study of Human-Animal Interactions, 1995, 2001

Association of Pet Dog Trainers

Past Professional Member, and past Treasurer, member of the Board of Directors and board liaison to the Education Committee

Certification Council for Pet Dog Trainers

Member 2004

CERTIFICATIONS

Certified Applied Animal Behaviorist, Animal Behavior Society

Obedience Judge, Emeritus, American Kennel Club

Certified Medical Technologist 1974-1989, American Society of Clinical Pathologists

Agent, Bureau of Animal Protection, State of Colorado Department of Agriculture, 1991-1994

CLUBS AND COMMUNITY SERVICE

Member, Humane Society for Larimer County, 1980-1989

Board of Directors 1981-1985

Member 1978 – 1989, and Past-president, Longs Peak Dog Training Club

Fort Collins, CO

Member, Irish Setter Club of Colorado, 1979- present

Volunteer for AARP Elder Watch – April 2007 – present

LEGAL CONSULTING

Since 1984, I have been an expert consultant and/or witness in approximately 40 court cases involving either injury to a person by an animal or vicious dog ordinances. I have been qualified in court and testified as an expert witness in Denver, Loveland and Aurora Municipal courts, in Adams and Arapahoe County courts in Geary County, Kansas, Lovell Wyoming, Wisconsin Circuit Court, and Navajo County, Arizona.

EXPERT CONSULTING

Served as consultant to American Animal Hospital Association for production of a series of three videotapes for veterinary health care providers and pet owners to assist them in coping with the death of a companion animal. In addition to the brochure listed under **Publications**, L. Lagoni and I wrote two workbooks to accompany the videotapes, 1988-9.

Served as consultant to PETsMART in developing an in-house training program for dog obedience instructors, 1993-4. Led a team of six consultants to PETsMART to create a training and internal certification program for PETsMART dog trainers, to team-teach initial course to area trainers and to create three new dog training courses for dog owners, 2001. Continued consulting to create single topic workshops for trainers to deliver to pet owners, and ongoing continuing education for trainers. 2001-2003. Media advisor to PETsMART, 2009.

Member of the Institute of Laboratory Animal Resources (ILAR) Committee on Dogs which developed, under the USDA's Animal Welfare Act (AWA), guidelines for the care of dogs housed in research environments, 1992-4.

Member of Delta Society's Task Force on Canine Training and Service Dog Issues, 1994 - 1999;
Consultant for Service Dog Educational System

Consultant to Upjohn Company, reviewing protocol for testing a drug for use with one type of dog behavior problem (details confidential), 1992

Member of Delta Society's Task Force on Responsible Pet Ownership, sponsored by ALPO and Sierra, 1989

Manuscript reviewer for Anthrozoos, Laboratory Animal Science, Journal of the American Veterinary Medical Association (JAVMA), Mosby Publishing Company and Alpine Publications

Member, Scientific Advisory Panel to the National Council for Pet Population Study and Policy, 1993-1995

Member, Training Initiatives Advisory Board, Humane Society of the United States, 1991-1997

Scientific Director, Humane Dog Training Project, Delta Society, Renton, WA, 2000-2001

Consultant to Animal Behavior Systems, Inc., and Multivet International, Inc., 1997-1999

Consultant, Bond-Centered Practice Standards Project, Argus Center for Human-Animal Bond Resources, College of Veterinary Medicine and Biomedical Sciences, Colorado State University, Fort Collins, CO, 1996

Currently consultant to the Iams Company and to Invisible Fence Brand®

GRANTS RECEIVED

The William and Charlotte Parks Foundation for Animal Welfare
\$10,000/1 year for Evaluation of a Pet Owner Education Program
Administered through Table Mountain Animal Center Foundation

NON-DEGREE PROFESSIONAL TRAINING

Crisis Intervention Volunteer Training Course; Crisis and Information Help line, Fort Collins, CO, 1985

Professional Training Seminars in Grief and Loss, Children and Grief, Depression; Poudre Valley Hospital, Fort Collins, CO, 1986

Euthanasia in Veterinary Medicine: Anticipatory Grief, The Euthanasia Process, Acute Grief, and Bereavement; Foundation of Thanatology Symposium, New York, NY, 1984

Loss and Grief, Crisis Intervention Seminar; Department of Human Development and Family Studies, Colorado State University, Fort Collins, CO, 1987

Media Training from Dr. Jim Humphries of Veterinary News Network, through Colorado Veterinary Medical Association, 2003, 2005, 2006

PROFESSIONAL EMPLOYMENT HISTORY

1983 to present President (Vice President, 1983-1985), Co-owner and Certified Applied
Animal Behaviorist
Animal Behavior Associates, Inc.
7900 W. Layton Ave. #905
Littleton, CO 80123
303-932-9095

1995 to 2003 Bi-weekly columnist for the **Rocky Mountain News**, Animal Behavior Column

2001 to 2007 Columnist for **Dog Watch: The Newsletter for Dog People**
Cornell University College of Veterinary Medicine

1994 to 1997 Owner of a Laund-UR-Mutt[™] franchised store
The Premier Self Service Dog Wash and Pet Center
Boulder, CO

1991 to 1994 Staff Animal Behaviorist
Humane Society of Denver
(Denver Dumb Friends League)
2080 S. Quebec St.
Denver, CO 80231

1982-1983 Animal Behavior Consultant
and Veterinary Teaching Hospital
1987-1989 Colorado State University, Fort Collins
1984-1989 Co-founder, Co-Director and Grief Educator
Changes Program: Support for People and Pets
Veterinary Teaching Hospital
Colorado State University, Fort Collins

1985-1987 Owner, and Dog Obedience Instructor
Companion Animal Institute
Fort Collins, CO

1981-1985 Dog Obedience Instructor
Division of Continuing Education
Colorado State University, Fort Collins

1978-1981 Medical Technologist
Department of Clinical Sciences
Veterinary Teaching Hospital
Colorado State University, Fort Collins

1976-1978 Graduate Research Assistant
Department of Fishery and Wildlife Biology
Colorado State University, Fort Collins

1973-1976 Medical Technologist
Saint Anthony Hospital, Central
Denver, CO

PUBLICATIONS

This list does not contain all updates from 2010 to present

Audiotapes

Butler, C., Lagoni, L. and S. Hetts. 1996. Friends for Life. Sounds True, Boulder, CO.

Book Reviews

Hetts, S., 2012. Book reviewed: "When You Have to Say Goodbye" Loving and Letting Go of Your Pet". JAVMA 240: (6): 691-2.

DVDs:

Hetts, S. and Williams, N. 2007. Analyzing and Modifying Canine Aggression. 5DVD set of weekend workshop conducted September 15th and 16th, Lakewood, CO. Tawzer Videos, Eagle ID

Hetts, S. and D.Q. Estep, 2000. Canine Behavior: 1. Body postures and 2. The behaviorally Healthy Dog. ACT Programs, Denton, TX.

Hetts, S. and D.Q. Estep, 2000. Canine Behavior: 1. Body postures and 2. Evaluating behavioral health. ACT Programs, Denton, TX.

Hetts, S., 2003. Crate training the right way. ACT Inc., Denton, TX
Private label production for PETSMART

Hetts, S. 2003. Housetraining: A plan for success ACT Inc., Denton, TX.
Private label production for PETSMART

Hetts, S., Estep, D. and D. Grant, 2003. Dog Bite Prevention Training Program. ACT, Inc., Denton, TX.

Books and Book Chapters:

Estep, D.Q. and S. Hetts. 1992. Interactions, relationships and bonds: the conceptual basis for scientist-animal relations. pp. 6-26 *in* H. Davis and D. Balfour, Eds. The Inevitable Bond, Cambridge Univ. Press, New York.

Hetts, S., Estep, D. and A. Marder. 2005. Psychological well-being in animals. Pps. 221-220 *in*, F. McMillan, Ed. Mental Health and Wellbeing in Animals, Blackwell Pub., Oxford.

Hetts, S. 2009. Animal behavior. *in* D. M. McCurnin, and J.M. Bassert, Eds. Clinical Textbook for Veterinary Technicians, 8th edition. W. B. Saunders, Phil.

- Hetts, S. 1999. *Pet Behavior Protocols: What to Say, What to Do, When to Refer*. American Animal Hospital Association Press, Lakewood, CO.
- Hetts, S. 1997. Behavior. pp. 287-294 *in* P.W. Pratt, Ed. *Principles and Practice of Veterinary Technology*. Mosby, New York.
- Hetts, S. 1996. Facilitating euthanasia decisions regarding animals with behavior problems. pp. 271-276 *in* V. L. Voith and P. L. Borchelt, Eds. *Readings in Companion Animal Behavior*, Veterinary Learning Systems, Trenton, NJ.
- Hetts, S. 1991. Psychological well-being: conceptual issues, behavioral measures, and implications for dogs. pp. 369-388 *in* V. L. Voith and A. Marder, Eds. *The Veterinary Clinics of North America, Small Animal Practice*, 21(2): *Advances in Companion Animal Behavior*, W. B. Saunders, Phil.
- Hetts, S. and Estep, D.Q. 1997. The Human-Companion Animal Bond. pp. 679-690 *in* A. M. Schoen and S. G. Wynn, Eds. *Complementary and Alternative Veterinary Medicine: Principles and Practice*. Mosby, New York.
- Hetts, S. and L. Lagoni. 1990. The owner of the pet with cancer. pp. 879-896 *in* G. C. Couto, Ed. *Veterinary Clinics of North America, Small Animal Practice*, 20(4): *Clinical Oncology*, W. B. Saunders, Phil.
- Hetts, S. and L. Lagoni.. 1990. Bereavement. pp. 546-559 *in* D. M. McCurnin, Ed. *Clinical Textbook for Veterinary Technicians*, 2nd edition. W. B. Saunders, Phil.
- Hetts, S. and L. Lagoni. and S. J. Withrow. 1989. The veterinarians' role in pet loss: grief education, support and facilitation. pp. 436-445 *in* S. J. Withrow and E. G. MacEwen, Eds. *Clinical Veterinary Oncology*, J. P. Lippincott, Phil.
- Lagoni, L., Butler, C. and S. Hetts. 1994. *The Human-Animal Bond and Grief*. W.B. Saunders, Phil.
- Lagoni, L. , Arguello, S. H., Withrow, S. J. and C. Pike. 1988. Patient death and dying. pp. 308-319 *in* D. M. McCurnin, Ed. *Veterinary Practice Management*. J. P. Lippincott, Phil.

Pamphlets and Brochures:

- Hetts, S. and American Humane Association. 1990. *The lonely dog: separation anxiety - causes and solutions*. American Humane Association, Denver, CO.

_____. 1993. Spare the rod to train your pet. American Humane Association, Denver, CO.

_____. 1993 The litterbox blues. American Humane Association, Denver, CO.

Hetts, S. and L. Lagoni. 1989. The loss of your pet. Pet Loss and Bereavement Series, American Animal Hospital Association, Denver, CO.

Refereed or Peer Reviewed Articles

Estep, D. and Hetts, S. 2003. Animal-Inflicted Injuries: Understanding the Risks and Designing Prevention Strategies. *John Liner Review*: Vol. 17 (1) (Spring 2003), p. 97 – 106.

Hetts, S. and Estep, D.Q. 2012. Is Your Patient Depressed? *Integrative Veterinary Care*, Winter: 30-32.

Hetts, S., Estep, D. and M.L. Heinke, 2004. Behavior wellness concepts for the general veterinary practice. *JAVMA* 225 (4): 506 – 513.

Hetts, S. , 2000. Behavior Rx: Is a behavior wellness program for you? *Trends Magazine* 16(2): 14 – 22. AAHA Press, Lakewood, CO.

Hetts, S., Clark, J. D., Calpin, J. P., Arnold, C. E. and J. M. Mateo. 1992. Influence of housing conditions on beagle behaviour. *Appl. Anim. Beh. Sci.* 34: 137-155.

_____ and D. Q. Estep. 1994. Preventing elimination and destructive behavior problems. *Veterinary Forum*, November: 60-61.

Salman, M.D., New, J.G., Scarlett, J.M., Kass, P.H., Ruch-Gallie, R. and S. Hetts, 1998. Human and animal factors related to the relinquishment of dogs and cats in 12 selected animal shelters in the United States. *JAAWS* 1: 207-226.

Unrefereed Articles

Estep, D.Q., and Hetts, S., 2010. The Effect of Different Dog Training Methods On Fear and Aggression. *CVMA Voice*: Issue #4: 20-21, Colorado Veterinary Medical Association Denver, CO.

Hetts, S. and Estep, D.Q. 2012. The Latest on Understanding Dog-Dog Aggression. *CVMA Voice*: Issue #1: 34-35.

Hetts, S. and Estep, D.Q. 2012. Quick and easy dog bite prevention exercises during wellness visits. *CVMA Voice*: Issue #2: 32.

- Hetts, S. and Estep, D.Q., 2011. Puppies, car rides and kids. CVMA Voice: Issue #1:20.
- Hetts, S., and Estep, D.Q., 2010. Safety and Ethics in Working with Dog-to-Dog Aggression Problems. The APDT Chronicle of the Dog, July/August: pp. 15-18.
- Hetts, S., and Estep, D.Q., 2010. Summer-Time Noise Phobias in Dogs. CVMA Voice: Issue #2: 24-25. Colorado Veterinary Medical Association, Denver, CO.
- Hetts, S., and Estep, D.Q., 2010. Claws to the Left, Claws to the Right: Preventing Destructive Scratching by Meeting Cats' Behavioral Needs. DAVMS Pulse, Denver, CO
- Hetts, S., 2010. Best Behavior. Animal Wellness Magazine 12 (1): 28+.
- Hetts, S., and Estep, D.Q., 2010. Four Keys to a Happy and Harmonious Multi Cat Household. CVMA Voice 2010, Issue 1, Colorado Veterinary Medical Association, Denver, CO.
- Hetts, S., 2009. Brain Games, Animal Wellness Magazine 11: (5).
- Hetts, S., 2009. Learn to see what your dog is telling you. Mile High Dog Magazine. Holiday Issue: pp. 14-15.
- Hetts, S., and Estep, D.Q., 2009. Safer Handling and Management of Dogs in the Veterinary Practice. CVMA Voice: 2009 Issue #2: 24, Colorado Veterinary Medical Association, Denver, CO.
- Hetts, S., and Estep, D.Q., 2009. Dispelling Myths about Social Dominance and Dog Behavior. CVMA Voice: 2009 (4): 20+, Colorado Veterinary Medical Association.
- Hetts, S., and Estep, D.Q., 2009. How Veterinarians Can Help Prevent Redirected Aggression Between Cats. CVMA Voice, Denver, CO.
- Hetts, S., and Estep, D.Q., 2009. The Dangers of Forcing Dogs to Face Their Fears, DAVMS Pulse.
- Hetts, S., and Estep, D.Q., 2009. Are Dogs with Separation Anxiety Overly Attached to Their Owners? CVMA Voice: 2009 (3): 19, Colorado Veterinary Medical Association.
- Hetts, S., 2008. Helping Family Cats be Friends, HSUS Animal Sheltering Magazine, July-August.
- Hetts, S., 2006. What veterinarians need to know when identifying behavior referral sources. CVMA Voice Issue # 2: P. 18+.

- Hetts, S., Estep, D.Q., 2009. Learn to See What Your Dog is Telling You. Mile High Dog Magazine. Holiday Issue: 14-15.
- Hetts, S, 2007. Do opposites attract? How to introduce dogs to cats (or the other way round!) Animal Wellness Magazine
- Hetts, S., 2004. Putting puppies to the test. Dog World 89 (3): 50-55.
- Estep, D. Q. and S. Hetts. 1992. When your cat won't use its box. Cat Fancy 35(10): 28-32.
- Estep, D. Q. and S. Hetts. 1994. So Fluffy's got a behavior problem: Who you gonna call? Popular Cats 1(1): 8, 58.
- Estep, D. Q. and S. Hetts. 1994. Why cats scratch. Cat Fancy 37 (3): 26-29.
- Estep, D. Q. and S. Hetts. 1995. How altering affects behavior. Cat Fancy 38 (11): 46-51.
- Estep, D. Q. and S. Hetts. 1996. Breaking your cat's bad habits. Cat Fancy 39 (1): 26-31.
- Estep, D. Q. and S. Hetts. 1996. Socializing your kitten. Cats USA 3 (1): 22-23.
- Estep, D. Q. and S. Hetts. 1997. Coping with (and enjoying!) your new kitten. Cats USA 4(1): 34-39.
- Estep, D. Q. and S. Hetts, 2007 "Animal psychology" and how it can help dogs and cats. Animal Wellness Magazine
- Hetts, S. and D. Q. Estep. 1992. The taming of the cat. Cat Fancy 35(8): 6-8.
- Hetts, S. and D. Q. Estep. 1993. Aggressive behavior in cats. Cat Country 2: 19-22
- Hetts, S. and D. Q. Estep. 1994. Is your cat stressed out? Cat Fancy 37(1): 18-21.
- Hetts, S. and D. Q. Estep. 1994. Do cats grieve? Cat Fancy 37 (9): 56-58.
- Hetts, S. and D. Q. Estep. 1994. Preventing behavior problems: a developmental approach. Veterinary Forum, September: 96-97.
- Hetts, S. and D. Q. Estep. 1994. Do animals grieve? Perspectives, Nov./Dec. pp. 36-42, Veterinary Learning Systems, Trenton, NJ.
- Hetts, S. and D. Q. Estep. 1995. Training your cat. Cat Fancy 38(4):16-20.

- Hetts, S. and D. Q. Estep. 1995. Why cats overgroom. *Cat Fancy* 38(5):46-52.
- Hetts, S. and D. Q. Estep. 1996. Training your kitten. *Cats USA* 3(1): 28-29.
- Hetts, S. and D. Q. Estep. 1996. Socializing your kitten. *Cats USA* 3 (1): 22-23.
- Hetts, S. and D. Q. Estep. 1996. Welcoming your new kitten. *Cat Fancy* 39 (3): 12-17.
- Hetts, S. and D. Q. Estep. 1996 Frolicking or fighting? *Cat Fancy* 39 (12): 18-23.
- Hetts, S. and Estep, D.Q., 2008. Four keys to a happy and harmonious multi-cat household. *Animal Wellness Magazine*
- Heinke, M.L. and Hetts, S. 2002. Behavior wellness programs can create safe, compassionate environment. *DVM Magazine* May: 32 – 35.
- Hetts, S. 2001. Cats behaving badly. *Veterinary Practice News*, July : 26-27.
- Lagoni, L. and S. Hetts. 1989. Pet loss counseling in veterinary medicine. *Trends*, Oct/Nov: 33-36.
- _____. 1990. Pet loss and client grief. *Companion Animal Practice*, Chikusan Shuppansha Co., Ltd., Tokyo, Japan.

Self-Published Titles

With Daniel Q. Estep, Ph.D, CAAB

Audio CDs

Managing Chaos at the Door
 Fundamentals of Canine Behavior
 Fundamentals of Animal Learning
 Using Counter Conditioning and Desensitization Techniques Effectively
 Understanding Canine Conflict
 Understanding Dogs That Eat Poop
 Managing the Home Alone Dog
 Offering ‘Introducing Your Dog To Your Baby’ Classes: The Complete Teaching Package!

DVDs

What You Don’t Know About Dogs Can Hurt You
 Helping Kitty Be Good by Creating a Cat Friendly Home
 Helping Kitties Coexist

Helping Fido Welcome Your Baby
The Dangers of Dominance
Helping the Home Alone Fido

Books

Estep, D. and Hetts, S. 2004. Help! I'm Barking and I Can't Be Quiet: A pet parenting guide.
Island Dog Press, Littleton, CO

Hetts, S. and Estep, D. Q. 2004. Raising a Behaviorally Healthy Puppy: A pet parenting guide.
Island Dog Press, Littleton, CO

Hetts, S., 2014. 12 Terrible Dog Training Mistakes Owners Make That Ruin Their Dog's
Behavior and How to Avoid Them, Animal Behavior Associates, Inc., Littleton CO

Booklets

Hetts, S. and Estep, D. Q. 2003. "76 Ways To Get Your Dog To Do What You Want",
Island Dog Press, Littleton, CO

Hetts, S. and Estep, D. Q. 2003. "What Dogs Need and How They Think". Island Dog Press,
Littleton, CO

Hetts, S. and Estep, D. Q. 2003 "What Your Cat Wants You to Know About Litterboxes" Island
Dog Press, Littleton, CO

University Teaching Experience

Guest lecturer at Colorado State University, 1983-1989 in:

Veterinary Practice Management
Applied Veterinary Animal Behavior
Veterinary Ethics
Animal Behavior
Behavioral Genetics
Perspectives in Veterinary Medicine
Junior Practicum

Presented 16 hours of lecture, 1996; 3 hours, 1997 (with Dr. Dan Estep) in Small Animal
Behavior for Junior Veterinary Students

Guest Lecturer at the University of Georgia Veterinary Clinic

1990-1991 in:

Junior Surgery Laboratory, and Applied Animal Behavior course

Instructor at the Veterinary Teaching Hospital, Colorado State University, 1985-1989 responsible
for:

1. clinic rotations for junior and senior veterinary students in animal behavior, pet loss and grief

2. discussion groups conducted during service rounds on euthanasia and patient death, client grief, animal behavior and behavior counseling
3. elective lecture/laboratory course in pet loss and client grief

Taught the Behavior Elective course at Bel-Rae Institute of Veterinary Technology, 1996-2004
Developed and conducted a 30 hour training program for the Behavior Help-Line volunteers at the Denver Dumb Friends League.

Supervised the Obedience Training Program at the Denver Dumb Friends League, 1991-1994

INVITED PRESENTATIONS

A list of Invited Presentations from 1985 – 2000 is available upon request

2001

Indiana Veterinary Medical Association

Using Behavior Knowledge to Better Handle Patients in the Clinic

Assessing Behavioral Health

Animal Behavior Forum for the Public:

Five Steps To a Well-Behaved Dog

Basic Training Principles or a Crash Course in Animal Learning

Bel Rea Institute of Animal Technology, Denver, CO

Eight Week Elective Course on Animal Behavior

Colorado Springs Veterinary Medical Association

Five Steps To Better Behaved Dogs – Advice for Clients

Greater Baltimore Veterinary Medical Association, day long –workshop

Behavior Wellness: How to make behavior an integral part of your practice

Midwest Veterinary Conference, Columbus, OH

Helping Cats Co-Exist

Perspectives on Humane Handling and Training

Five Steps to Help Your Clients Have Better Behaved Dogs

American Animal Hospital Association, Annual Conference, San Antonio, TX

A Crash Course in Animal Learning and Ways to Apply It

Behavioral Handling in the Clinic

Technician program: Using Positive Reinforcement to Modify Puppy Behavior

Technician program: Creating a Kitten-Friendly Environment

University of Tennessee School of Veterinary Medicine, Knoxville, TN

Keeping Cats Calm, Cool and Collected in the Clinic

H.E.R.O. of Pets, Knoxville, TN
How To Think Like A Cat

New England Federation of Humane Societies, Providence, RI

The Day of the Cat:

Using Behavioral Knowledge to Better Handle Cats
Helping Cats Adjust to Life in the Shelter
Helping New Adopters
Resolving Feline Behavior Problems

Metro New Jersey Veterinary Medical Association
An Introduction to Behavior Wellness Services

Tufts Animal Expo, Boston, MA
Behavior Wellness – All day workshop

National Association of Search and Rescue, Colorado Springs, CO
A Crash Course In Animal Learning

2002

Bel Rea Institute of Animal Technology, Denver, CO
Eight Week Elective Course on Animal Behavior

Interdisciplinary Forum In Applied Animal Behavior, Tampa, FL
Intra-family dog-dog aggression: The ‘bully-dog’ phenomenon

Animal Behavior Associates, Inc., Lakewood, CO
Implementing Puppy Classes In The Veterinary Practice

University of Illinois, 4th Annual Humane Education Seminar: Promoting the Human-Companion Animal Bond In Communities
Behavioral Assistance Programs for Animal Shelters and Others

Animal Care Conference, sponsored by California Veterinary Medical Association, State Humane Association of California and the California Animal Control Directors' Association, Marin Humane Society, Novato, CA
Temperament Evaluations for Cats
Common Cat Behavior Problems
Setting up a Behavior Hotline

Delta Society, Renton, WA

“Five Steps To A Better Behaved Dog”

Seminars In Japan for:

CGC Association

Animal Fanciers Club

Osaka Canine Association

Colorado Veterinary Medical Association, Keystone CO

Integrating Behavior Wellness Services Into the General Veterinary Practice

Tufts Animal Expo, Boston, MA

Helping Cats Co-Exist

Creating A Cat-Friendly Environment

“Criteria For Behaviorally Healthy Dogs

Groom Expo, Hershey, PA

Lowering Pet Grooming Stress Through Behavior Based Handling

Behavior Modification For The Difficult To Handle Dog

The Boarding Kennel – Home Away From Home Or A Trigger For Separation

Anxiety?

Five Steps To A Better Behaved Dog

2003

Bel Rea Institute of Animal Technology, Denver, CO

Eight Week Elective Course on Animal Behavior

Groom Expo, Burbank CA

Home Away From Home: Safety and behavior considerations for kennel, day care and playtime facilities

The Stress Free Grooming Salon: Using behavior based handling techniques to lower dogs’ stress and arousal

Phobic Pooches and Scardey Cats

Dominance In Dogs: Useful concept or dangerous myth

A Cat’s Eye View

Five Steps To Good Behavior

Public Responsibility in Medicine and Research, San Diego, CA

Panel Discussion: The Road To Animal Well-Being

Professional Animal Behavior Associates, Advanced Canine Learning Seminar, Guelph, Ontario, Canada

Owners' Beliefs and Dogs' Choices

Wayside Waifs, Kansas City's Humane Society, Kansas City, MO

2 day workshop on evaluating dogs for adoption and providing post-adoption support

Wheat Ridge Animal Hospital, Wheat Ridge, CO

Presentation to interns on feline elimination and canine aggression

St. Anthony Hospital North, Northglenn, CO

Littleton Hospital, Littleton, CO

Lakewood Community Center, Lakewood, CO

Introducing Your Dog To Your New Baby

Jefferson County Colorado Mediation Services

A Behavioral Approach to Barking Dog Complaints
with Dan Estep, Ph.D., CAAB

Colorado Association of Animal Control Officers, North Metro District Training

Domestic dogs and their behavior

Forever Friends Pet Care Center, Grafton, Ohio , 2 Day Workshop

Reading Body Language of Dogs and Cats and Safe Handling Procedures
Implementing Puppy and Kitten Classes"
Puppy and Dog Training Principles
Problem Prevention Education in the Veterinary Practice
Behavioral Evaluation of Dogs and Cats in the Veterinary Practice
Incorporating Behavioral Wellness into the Veterinary Practice
Become the Pet Parent Your Pet Wants

Guest on Pets Unleashed with Marty Becker Radio Show

May 3 and May 13

St. Hubert's Dog Training School, Madison NJ

The Behaviorally Healthy Dog and How to Have One
He Knows Better"
Pets and Kids: A Match Not Always Made in Heaven

University of Tennessee School of Veterinary Medicine, Knoxville, TN

Keeping Cats Calm, Cool and Collected in the Clinic

H.E.R.O. of Pets, Knoxville, TN

Claws To The Left, Claws To The Right
Cats Come Clean: What your cat wants you to know about litterboxes
Minimizing Conflict In A Multi-Cat Family

2004

Bel Rea Institute of Animal Technology, Denver, CO
Eight Week Elective Course on Animal Behavior

St. Anthony Hospital North, Northglenn, CO
Littleton Hospital, Littleton, CO
Lakewood Community Center, Lakewood, CO
Introducing Your Dog To Your New Baby

Mid South Electric Association Metering Association 54th Annual Metering School
What You Don't Know About Dogs Can Hurt You

National Animal Control Association Level I Training Academy
Denver CO and Ontario, CA
6 hours of lecture on animal behavior

Association of Pet Dog Trainers Annual Conference, Denver, CO
Behavior Wellness: An idea long overdue
Cat Behavior 101 for Dog Trainers

Association of Pet Dog Trainers Australia, Coffs Harbour, NSW, Australia
The Growing Problem of Dangerous Dogs
Behaviour Wellness
A Behavioural Approach to Barking Dog
Social Dominance in Dogs
Dogs Who Don't Play Well With Others

2005

Bel Rea Institute of Animal Technology, Denver, CO
Eight Week Elective Course on Animal Behavior

St. Anthony Hospital North, Northglenn, CO
Littleton Hospital, Littleton, CO
Lakewood Community Center, Lakewood, CO
Introducing Your Dog To Your New Baby

Mid South Electric Association Metering Association 55th Annual Metering School
What You Don't Know About Dogs Can Hurt You

Ohio Veterinary Medical Association

Protecting Your Practice: Timely Guidelines for Bite Prevention, Work Place Safety and Lowering Liability

Improve Patient Care and Client Retention with Behavior Education Protocols

Staff Roles in Behavior Wellness Care

Canine Aggression I: The Veterinarian's Role in Advising Clients

Canine Aggression II: The Importance of a Behavioral Diagnosis

Canine Aggression III: Resolution Plans

A New and Practical Problem Prevention Protocol for Dogs

Developing a Network of Community Behavioral Referral Resources – How to Evaluate Dog Trainers and Non-certified Behavior Consultants”

Groom Expo, Hershey, PA

Behavior Modification Techniques for Difficult to Handle Pets

Dispelling Myths about Dominance in Dogs

Separation Anxiety

Help! I'm Barking and I Can't Be Quiet!

Cat Behavior 101

Applied Cat Behavior

Wild Wild West Veterinary Conference, Reno NV

6 hours, “Primary Care Behavior Management”

Integrating the Assessment of Behavioral Health Into Routine Health Care

Defining Behavioral Health and Behavior Wellness Care

Are You Creating Problem Patients? - Make Your Veterinary Practice a Behaviorally Friendly Place

How to Provide a Buffet of In-house and Referral-based Behavioral Services

What You Don't Know About Veterinary-based Puppy and Kitten Socialization Classes Can Hurt You

Nuts and Bolts of Behavior Wellness Care - Policies, Procedures, and Roles for the Healthcare Team

Grand Valley Kennel Club, Grand Junction CO

No Puppy Is Perfect – 1 day workshop

2006

St. Anthony Hospital North, Northglenn, CO

Littleton Hospital, Littleton, CO

Introducing Your Dog To Your New Baby

National Animal Control Association Level I Training Academy

Moreno Valley, CA

Grand Rapids MI

Denver CO

Nashville TN

6 hours of lecture on animal behavior

California Animal Care Conference

The Care And Feeding Of A Behavior Helpline

Western University

Humane Training Guidelines – What do they mean to veterinarians?

Wheat Ridge Veterinary Hospital

Behavior Wellness Care

Veterinary Referral Center of Colorado

The Veterinary Technician's Role in Delivering Behavior Wellness Care

Denver Area Veterinary Medical Society, Public Day

How to Get Your Pets to Do Anything You Want

It's Not About Dominance

Ferocious Fidos

2007

PETsMART Regional Trainers Meeting, Denver, CO

The Dangers of Dominance

St. Anthony Hospital North, Northglenn, CO

Littleton Hospital, Littleton, CO

Introducing Your Dog To Your New Baby

American Animal Hospital Association Annual Conference

How Behavior Wellness Care Can Protect Your Practice

The Dangers of "Dominance"

The Puppy Intensive

What To Say When You Don't Know What To Do

Managing Fighting Felines

Nebraska College of Technical Agriculture – Veterinary Technician Program, Curtis NE

The Veterinary Technician's Role in Behavior Wellness
Implementing Veterinary Based Puppy Socialization Classes
The Dangers of "Dominance"
Feline House-Soiling Problems
Managing Fighting Felines

SNCW Singles Social Club, Lakewood CO

How to Be a Good Pet Parent

Analyzing and Modifying Canine Aggression, Lakewood CO

Weekend workshop with Ms. Nancy Williams, MA, ACAAB

National Animal Control Association Level I Training Academy

Animal Behavior for Animal Control Officers

Kansas City

Nashville TN

The Ohio State University, Columbus OH

Canine Behavioral Wellness & Problem Prevention for the Small Animal Practitioner,
weekend workshop

Assessing and Monitoring Behavioral Health, Behavioral Health Records

Observing, Interpreting and Responding to Canine Communication Signals

Lowering Patient Stress and Increasing Staff Safety Using Behavior Knowledge

during Restraint and Handling, includes wet lab

Crate Training and Meeting a Dog's Behavioral Needs

Dangers of Dominance

Socialization Experiences and Veterinary Based Puppy Classes – wet lab

5 Step Positive Proaction Plan for Behavior Wellness

Managing Unruly Behaviors - includes clicker and head collar wet lab

Summit County Animal Control, Dillon, CO

Helping Cats Co-exist and Managing the Fractious Feline

2008

St. Anthony Hospital North, Northglenn, CO

Littleton Hospital, Littleton, CO

Introducing Your Dog To Your New Baby

January 22, February 12, March 11, August 5, September 30, November 4

The Pooch Mobile Annual International Conference, Keystone, CO

Prevention and Behavior Modification Techniques for the Fearful Dog

Interdisciplinary Forum in Applied Animal Behavior, New Orleans, LA

Would You Look At That? The Art of Observation, Karen London, Dan Estep, Suzanne Hetts

Wheat Ridge Animal Hospital, Wheat Ridge CO

Intern meeting – Behavior Wellness for Veterinarians, April 15

Veterinary technician meeting – Safer Handling Using Brains not Braun, July 24

General Staff Meeting – Common Behavior Concerns in the Veterinary Practice – August 5

Pet Expo, Denver CO

Helping the Home Alone Dog

Helping Pets Get Along

Wyoming Veterinary Association, Cheyenne WY

What's New in Animal Behavior

The Iams Company, Lewisburg OH

In-service training

National Animal Control Association Level I Training Academy

Animal Behavior for Animal Control Officers

Little Rock AR, June 23

Albuquerque, NM October 27

Diamond Bar CA November 17

Kansas City MO December 8

Portuguese Water Dog Club

The Dangers of Dominance

Colorado Veterinary Medical Association Annual Conference, Denver, CO

Safer Handling Using Brains, Not Braun

Handling with Behavior Problems: What Makes Sense for Veterinarians

Rescue Waggin East Coast Summit, Pittsburgh PA

Environmental Enrichment or Making the Shelter a Behaviorally Friendly Place For Animals

San Francisco SPCA, San Francisco CA

2 day workshop Behavior Wellness for Dogs and Cats

Wild West Annual Veterinary Conference, Reno NV

Behavior Assessment, Management And Record Keeping

Dangers of Dominance

Heads Up! A Grumpy Critter Has Entered the Building
Preventing Fights Between Family Felines
Learn to See What Your Patients Are Telling You
Using Counter Conditioning and Desensitization Effectively
Using A 5 Step Positive Proaction Plan To Educate Clients And Improve Pet Behavior
How Fido Learns Best
How Can You Tell When It's Separation Anxiety and When It's Not?
Proactive Planning for the Delivery of Behavior Care

2009

Exempla Good Samaritan Medical Center and Littleton Hospital, Littleton, CO and

Introducing Your Dog To Your New Baby

Colorado Academy of Veterinary Technology, Colorado Springs, CO

Dangers of Dominance
Safer Handling, Using Brains not Brawn
5 Step Behavior Plan for Technicians

Webinars,

Interdisciplinary Forum in Applied Animal Behavior, Tucson, AZ

Ethical Marketing Practices, with John Wright, Ph.D., CAAB and Wayne Hunthausen,
DVM

Association of Pet Dog Trainers, Oakland CA

Beyond "Pop" Ethology

University of Wisconsin Small Animal Continuing Education

Important Factors in Understanding and Resolving Aggression and Fearful Behavior
Problems

The Fallacies and Dangers of the "Dominance" Dog-Human Relationship Model
Understanding Aggression Between Family Dogs
The Right and Wrong of Behavior Modification -I
The Right and Wrong of Behavior Modification - II
Home Alone Problems Aren't Always Separation Anxiety
Referrals for Fear and Aggression: The good, the bad and the ugly
Preventing Fear and Aggression

Broomfield Library, Broomfield, CO

Becoming the Parent Your Pet Wants
Understanding Your Cat

American Veterinary Medical Association, Seattle, WA
The Bright and Dark Side of Dog Training

St. Anthony Hospital North, Denver, CO and Littleton Adventist Hospital, Centennial, CO
Preparing Your Dog for Your New Baby
Multiple presentations /year

2010

Colorado State University Veterinary Teaching Hospital Veterinary Student Behavior Club, Ft. Collins, CO
Dangers of Dominance

University of Tennessee Veterinary Students, Knoxville, TN
Keeping Cats In Their Boxes, On Their Posts and In Their Homes

University of Tennessee, Companion Animal Initiative in Tennessee
Keeping Cats Happy

Behavior Education Network, Member Only Sessions
Everything You Wanted to Know About Canine Body Postures – Q&A
The Use and Mis-use of Crates and Confinement
Preparing for Summer Noise Phobia Season

Professional Animal Behavior Associates, Inc., Guelph, Ontario Canada
Ringside Between Fighting Fidos: What Motivates Dog-Dog Aggression and Who Should Intervene
A Road Map for Analyzing and Resolving Training and Behavior Issues

National Animal Control Association, Denver, CO
Animal Behavior for Animal Control Officers

Best Friends Forever Conference, Exton PA
The Use and Misuse of Punishment
Dangers of Dominance
Where is the Data?: Beyond “Pop” Ethology

Idaho State Veterinary Medical Association, Coeur d'Alene ID
Can You Tell When It's Separation Anxiety and When it's Not
Safer Handling Using Brains Not Braun
A Five Step Client Education Plan to Promote Good Pet Behavior

Keeping Cats in the Box and In Their Homes

St. Anthony Hospital North, Denver, CO and Littleton Adventist Hospital, Centennial, CO

Preparing Your Dog for Your New Baby

Multiple presentations /year

Remaining presentations for 2010 and from 2011 - 2014 have not been added

Brief Bio

Suzanne Hetts, Ph.D., CAAB, CVJ

Dr. Suzanne Hetts received her Ph.D. in Zoology with a specialization in animal behavior in 1989 from the Biology Department at Colorado State University. In 1991, she was certified by the Animal Behavior Society as an applied animal behaviorist.

Since 1982, Suzanne has consulted with pet owners, veterinarians, animal care and control professionals, and lawyers regarding animal behavior problems, first through her private practice, then the Veterinary Teaching Hospital at CSU, and later at the Denver Dumb Friends League. While at CSU, Dr. Hetts was one of the co-founders of the CHANGES: Support for People and Pets (now part of the Argus Institute For Families and Veterinary Medicine) pet loss counseling program. At the DDFL she founded a behavior help-line, developed in-house training programs on animal behavior and training, which provided the basis for the HSUS Pets for Life Program, and assisted in animal evaluations and expanded the obedience program.

With her husband Dr. Dan Estep, Suzanne co-owns Animal Behavior Associates, Inc. an animal behavior consulting practice in Littleton, Colorado. Dr. Hetts has authored numerous articles for both professional journals and popular magazines. Her book *Pet Behavior Protocols: What to Say, What to Do, When to Refer*, written for professionals and published by American Animal Hospital Association, is one of AAHA's best selling titles. Her latest book *12 Terrible Dog Training Mistakes Owners Make That Ruin Their Dog's Behavior and How to Avoid Them* has become a Best Seller on Amazon.

Dr. Hetts also co-authored a textbook titled "The Human-Animal Bond and Grief" that was published by W. B. Saunders, now Elsevier. Along with Dr. Estep, Dr. Hetts has authored videotapes on understanding canine body postures, evaluating shelter dogs, evaluating behavioral health in the veterinary clinic, and bite safety for public service workers, all produced by Animal Care Technologies, Inc. She has also collaborated with ACT, Inc. on a series of videos for pet owners available in all PETSMART stores and created an online training program for Invisible Fence® as part of their Perfect Start Plus® certification program.

Suzanne has been a frequent national and international speaker, and in 1998 was the recipient of American Humane Association's "K.C." Faculty Award for outstanding teaching. Dr. Hetts has lectured to pet parents and pet professionals on four continents including the countries of Canada, Brazil, Japan, Turkey, Australia and the island of St. Kitts.

She has been a member of several of Delta Society's task forces involving canine learning and service dog issues, is an AKC obedience judge emeritus, is the past chair of the Animal Behavior Society's Board of Professional Certification, and the Issues in Applied Animal Behavior Committee, and a past member of the Board of Directors of the Association of Pet Dog Trainers and the Certification Council for Professional Dog Trainers. Suzanne is a co-founder of the Interdisciplinary Forum in Applied Animal Behavior and was the Scientific Director for Delta Society's publication *Standards For Professional Dog Trainers: Effective Humane Principles*, and the lead consultant to PETSMART to redesign their obedience training program.

In her spare time, she is a devoted ParrotHead, and also loves to be outdoors in the beautiful Colorado Rockies, doing anything from camping and hiking to sprint distance triathalons. She and Dan share their lives with 10 year old diva-dog Coral, a field-bred Irish setter who evokes laughter every day. For the first time ever, they are "cat-less", after the untimely death in September, 2008 of their beloved Buffett, a big orange tabby cat who ruled dogs and humans with benevolent paws. Suzanne and Dan are now officially "snowbirds", spending the winter months in Sun City, AZ.