

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,
no children

Home address:
4994 S. Independence Way
Littleton, CO 80123-1906
FAX: (303)-932-2298

Telephone:
home: (303)-932-9091
work: (303)-932-9095
email: Suzanne@AnimalBehaviorAssociates.com

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

Member of Issues in Applied Animal Behavior Committee, Current chair (2004-5)

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

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

Certified Pet Dog Trainer, Certification Council for Pet Dog Trainers

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

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.

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 to present; 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)

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

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

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

Scientific Director, Humane Dog Training Project, Delta Society, Renton, WA

Consultant to Animal Behavior Systems, Inc., and Multivet International, Inc.

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

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. Continued consulting to create single topic workshops for trainers to deliver to pet owners, and ongoing continuing education for trainers.

Currently consultant to the Iams Company and PetSafe.

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

PROFESSIONAL EMPLOYMENT HISTORY

1983 to present President (Vice President, 1983-1985), Co-owner and Certified Applied Animal Behaviorist
 Animal Behavior Associates, Inc.
 4994 S. Independence Way
 Littleton, CO 80123-1906
 303-932-9095

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

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

1994 to 1997 Owner of a Laund-UR-Mutttm 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
and
1987-1989
1984-1989
Animal Behavior Consultant
Veterinary Teaching Hospital
Colorado State University, Fort Collins
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

Audiotapes

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

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. *in press*. 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.
2nd Edition In progress

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.

Proceedings:

See Also List of Invited Presentations, most required proceedings

Arguello, S. H. 1987. Pet loss and the management of client grief. In Proc., Nebraska Veterinary Medical Association Summer Meetings, North Platte, NE.

_____. 1987. Death, dying and bereavement. In Proc., 15th Annual Veterinary Surgical Forum, Seminar #3: Clinical Oncology, Chicago, IL.

- Ha, J. C. and S. Arguello. 1987. Event: inexpensive microcomputer recording of rapidly changing, simultaneous observation data. Abstracts of Papers Presented at the Animal Behavior Society 23rd Annual Meeting, Williams College, Williamstown, MA.
- Hetts, S. 1988. Animal behavior problems. In Proc., CVMA Annual Meeting, Steamboat Springs, CO.
- _____. 1989. Animal behavior problems in veterinary practice. In Proc., 50th Annual Veterinary Conf., Colorado State University, Fort Collins, CO.
- _____. 1989. Separation distress vocalizations in domestic dog puppies. Abstracts of Papers Presented at the Animal Behavior Society 25th Anniversary Meetings, Northern Kentucky Univ., Highland Heights, KY.
- _____. 1992. Frequency of behavior problems in animals surrendered to an animal shelter. Abstracts of Papers Presented at the Animal Behavior Society 28th Annual Meeting, Queens Univ., Kingston, Ontario.
- _____. 1996. Canine aggression: The veterinarian's role in advising clients. pp. 182-185 *in* Proceedings, 57th Annual Conference for Veterinarians, Colorado State Univ., Ft. Collins, CO.
- _____. 1996. Canine aggression: The importance of a behavioral diagnosis. pp. 186-188 *in* Proceedings, 57th Annual Conference for Veterinarians, Colorado State Univ., Ft. Collins, CO.
- _____. 1996. Canine aggression: resolution plans. pp. 189-191 *in* Proceedings, 57th Annual Conference for Veterinarians, Colorado State Univ., Ft. Collins, CO.
- _____ and D. T. Crowe. 1990. Attitudes of junior veterinary students to surgical training using live animals. Abstr., In Proc., Delta Society Ninth Annual Conf., Houston, TX.
- _____ and D. Q. Estep. 1994. Owners' perceptions of the effectiveness of animal behavior counseling. Abstracts of Papers Presented at the 31st Annual Meeting of the Animal Behavior Society, Univ. of Washington, Seattle.
- _____ and L. Lagoni. 1989. Pet loss counseling in veterinary medicine. In Proc., AAHA/MSAA Joint Meeting, Davenport Iowa.
- _____. 1989. Grief counseling. In Proc., 50th Annual Veterinary Conf., Colorado State University, Fort Collins, 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., 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

Hetts, S., 2004. Putting puppies to the test. *Dog World* 89 (3): 50-55.

Hetts, S, 2007. Do opposites attract? How to introduce dogs to cats (or the other way round!) *Animal Wellness Magazine*

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., in press 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

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

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

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

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

Kansas City

Nashville TN

6 hours of lecture on animal behavior

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

Brief Bio

Suzanne Hetts, Ph.D.

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. She also co-authored a textbook titled "The Human-Animal Bond and Grief". 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 Training, Inc. She has also collaborated with ACT, Inc. on a series of videos for pet owners available in all PETsMART stores. She and Dan also write a regular column on animal behavior for the *Rocky Mountain News* in Denver and Suzanne is also a columnist for *Dog Watch*, a newsletter published by Cornell University and was a regular columnist for *Animal Wellness Magazine*.

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, and Australia.

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 and cross country skiing or snowshoeing. She and Dan share their lives with Ashley, a rescue Dalmatian, Coral, an Irish setter, and an elderly orange cat aptly named Buffett.