

## **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  
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Arizona Address (November – May)  
13208 N. Cedar Dr.  
Sun City, AZ 85351

### **EDUCATIONAL HISTORY**

1973            B.S.            Microbiology and Medical Technology  
With High Distinction    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 50 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

Behavior consultant to Iams® (Mars® PetCare) Feline Behavior Modification Committee 2005-present

Behavior consultant to Invisible Fence Brand® 2012 - present

### **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  
Denver, 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<sup>™</sup> 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**

**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 15<sup>th</sup> and 16<sup>th</sup>, 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., and K. August. Recognizing Distress. *In Hospice and Palliative Care for Companion Animals: Principles and Practice*, John Wiley and Sons, *In Press*

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., Denver CO

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**

Hetts, S., and Estep, D.Q., 2016. Can Placebos Benefit the Treatment of Separation Anxiety in Dogs? CVMA Voice: Issue #4: 30-31, Colorado Veterinary Medical Association Denver, CO.

Hetts, S., and Estep, D.Q., 2016. Easy to Implement Pet Behavior Policies That Will Benefit Your Practice and Your Patients. CVMA Voice: Issue #3: 34-35, Colorado Veterinary Medical Association Denver, CO.

Hetts, S., and Estep, D.Q., 2016. Clearing Up Misinterpretations of Dog Behavior. CVMA Voice: Issue #2: 34-35, Colorado Veterinary Medical Association Denver, CO.

.Estep, D.Q., and Hetts, S., 2015. New Approaches to Thunder and Noise Phobias. CVMA Voice: Issue #3: 20, Colorado Veterinary Medical Association Denver, CO.

Hetts, S. and Estep, D.Q., 2014. Does Gonadectomizing Healthy Dogs Create Behavior Problems? CVMA Voice Issue #2: 30-31.

Hetts, S. and Estep, D.Q., 2014. Helping Cat Owners Prevent and Deal with Destructive Clawing CVMA Voice Issue #3: 22.

Estep, D.Q. and S. Hetts, 2012. Selecting a trainer or behavior consultant. Pp. 38-39 *in* Four Paws. Handbook for a Pet Friendly Community. Young-Williams Animal Center, Knoxville, TN.

Estep, D.Q. and S. Hetts, 2012. Resolving litterbox problems. Pp. 46-47 *in* Four Paws. Handbook for a Pet Friendly Community. Young-Williams Animal Center, Knoxville, TN.

Estep, D.Q. and S. Hetts, 2012. Dealing with destructive cat scratching. . Pp. 48-49 *in* Four Paws. Handbook for a Pet Friendly Community. Young-Williams Animal Center, Knoxville, TN.

Estep, D.Q. and S. Hetts, 2012. Solving destructive dog chewing. Pp. 50-51 *in* Four Paws. Handbook for a Pet Friendly Community. Young-Williams Animal Center, Knoxville, TN.

Hetts, S. and Estep, D.Q., 2012. Identifying Emotions in Pets: It's Not as Easy as You Might Think CVMA Voice Issue #3: 32.

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. 2013. Avoid Jumping to conclusion Regarding Animal Behavior. CVMA Voice: Issue #2: 23.

Hetts, S. and Estep, D.Q. 2013. Increasing Activity in Cats to promote Weight Loss, CVMA Voice: Issue #3: 23.

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**

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

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

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, 4<sup>th</sup> 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 54<sup>th</sup> 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 55<sup>th</sup> 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

Helping 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 through 2017 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 Suzanne is a long time ParrotHead,, and enjoys playing steel pans, both double seconds and 6-bass with Rocky Mountain Steel Bands in Denver and Island Steel in Arizona. She also loves to be outdoors in the beautiful Colorado Rockies and the Arizona desert, camping , hiking, swimming and running including sprint distance triathlons, a recent first time half marathon and the Arizona Senior Olympics swim relays.

From 2004- 2016, she and Dan shared their lives with the adored precious princess, and diva-dog Coral, a field-bred Irish setter who evoked laughter, joy and inspiration every day. For the first time ever, they are "cat-less", after the untimely death in 2008 of their beloved Buffett, a big orange tabby cat who ruled dogs and humans with benevolent paws. In 2012, Suzanne and Dan became "snowbirds", spending the winter months in Sun City, AZ.