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A CASE STUDY OF A JAIL PARTICIPATING IN AN ANIMAL-ASSISTED
CRISIS RESPONSE PROGRAM

by

Erica Schlau

A dissertation submitted to the Graduate College in
partial fulfillment of the requirements
for the degree of Doctor of Philosophy
Counselor Education and Counseling Psychology
Western Michigan University
April 2019

Doctoral Committee:

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Erica Schlau

A CASE STUDY OF A JAIL PARTICIPATING IN AN ANIMAL-ASSISTED CRISIS RESPONSE PROGRAM

Erica Schlau, Ph.D.

Western Michigan University, 2019

A crisis state is often the result of being admitted to jail, due to the catastrophic impact incarceration can have on personal and professional lives. Unlike other studies, the present study focuses on inmates in jail rather than in prison. To address jail inmates in a crisis state, the current best practice is suicide prevention, which does not effectively consider the needs of jail inmates. Recently emerging in the literature is the use of animal-assisted crisis response (AACR) to serve individuals experiencing a crisis. There is a lack of research on the use of animal-assisted interventions (AAI) with the population of jail inmates. This study explores the experiences of jail inmates, correctional officers, and AACR handlers participating in an AACR program in order to address the paucity of literature concerning AAI with jail inmates and the needs of jail inmates, with a goal of providing the counseling field with creative crisis interventions for vulnerable populations to improve the preparedness and effectiveness of counselors.

This case study research collected data through 2 field observations and semi-structured interviews with 15 jail inmates, 5 correctional officers, and 3 AACR handlers, for a total of 23 interview participants (26% female, 74% male; 83% white, 9% African American, 4% Latino, 4% Pacific Islander). Thick, rich description and a thematic content analysis of transcribed interviews reveals 3 meta-themes and 7 themes with 19

subthemes. The three meta-themes identified in this study are: (1) Stressful Jail Environment, (2) Success of Program, and (3) Connection with Others. The seven additional themes and subthemes present in the data are: (1) Program Awareness; (2) Individual Change: (2.1) Attitudinal, (2.2) Behavioral, (2.3) Emotional, (2.4) Physical; (3) Dog's Effect: (3.1) Companionship, (3.2) Acceptance, (3.3) Memories, (3.4) Physical Touch; (4) Humanity: (4.1) Normalcy, (4.2) Jail Programming, (4.3) Safety; (5) Inmate Behavior: (5.1) Mental Health Concerns, (5.2) Bravado; (6) Program Development: (6.1) Barriers, (6.2) Personal Relationships, (6.3) Professional Recruitment; and (7) Crisis Work: (7.1) Advanced Training, (7.2) Varied Settings, (7.3) Wellbeing of Dog. The findings of this study contribute to a dearth of research in the counseling field regarding the needs of jail inmates and the use of AACR as an adjunct to crisis interventions. The implications for communities, counselors-in-training, and counselor educators are discussed. The need for continued research in the counseling field with regard to jail inmates and AAI is also delineated.

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CHAPTER I

INTRODUCTION

Going to jail has a devastating impact on individuals, often leaving them in a crisis state. Current crisis interventions in jails are limited to suicide prevention, which does not meet the needs of all jail inmates in crisis. A novel approach to stabilizing jail inmates in crisis is animal-assisted crisis response (AACR). The present dissertation examined the role that an AACR program has on inmates at a county jail to address the current gap in the literature concerning the use of animal-assisted interventions (AAI) with jail inmates, with the ultimate goal of informing counselor educators on which crisis interventions to consider incorporating into counseling curricula with regard to vulnerable populations in order to produce prepared and effective counselors.

Incarceration in the United States

The number of people admitted to county and city jails in the United States (US) reached 10.6 million in 2016 (Zeng, 2018). Jail is often used synonymously with prison, yet they are distinctly different environments. Jails are detention centers for individuals awaiting trial or adjudicated to one year or less, and prisons are institutions of detention for those sentenced to over one year, usually for a more serious crime (Harley, 2014; Tartaro & Lester, 2009). Jails are a “day-to-day crisis environment” in which there is constant influx of individuals that may be presently intoxicated, detoxing from substances, actively psychotic, or at a difficult turning point in their life (e.g., domestic violence incident prompting divorce; Harley, 2014; McCampbell et al., 2016, p. 4). On the other hand, prisons offer more of a sense of normality due to individuals having the opportunity to stabilize and participate in structured, regular programming due to the length of stay being long-term (Harley, 2014; McCampbell et al., 2016). In the chaotic

environment of jails, noise levels exceed tolerable levels (from multiple inmate conversations, officers yelling commands to inmates, announcements being made via PA system, metal doors banging open and shut, furniture being dragged across the floor, TVs and radios playing, etc.), bodily fluids are weaponized, coping skills are taxed (resulting in violent outbursts, screaming and crying fits, etc.), and safety is not guaranteed. Each of these impact correctional staff as well as the inmates (Wener, 2014). Although jails and prisons both house individuals involved in the criminal justice system, they are extremely dissimilar.

Some law enforcement policies put the non-offending mentally ill and victims of crimes in jail along with those awaiting trial, keeping jails unprecedentedly full (O'Dell, 2007; Torrey, 1995). Whether it be required by state law or pressured from law enforcement administrators, many police officers are compelled to make an arrest at the scene of a call (Breci, 2002; Erez, 2002). It can be difficult for officers to discern the perpetrator from the victim during an altercation, leaving them to arrest both individuals to be booked into jail until they can collect more information to determine who should be charged, which happens in up to 22% of domestic violence calls (Klein, 2004). This influx of inmates leaves 17% percent of jails at or above their capacity for inmates (Zeng, 2018). Of the inmates in jail, 65% are awaiting adjudication to confirm or refute allegations, meaning that more than half of the inmates in jail could potentially be innocent of their supposed crime (Zeng, 2018). This includes 29% of jails that book individuals with mental illness into jail who have no criminal histories due to the lack of availability at psychiatric hospitals or not having sufficient criteria for involuntary psychiatric hospitalization (Baranoski, 2016; Torrey, 1995). Individuals in jails are not all convicted criminals like they are in prisons; they could simply have been at the wrong place at the wrong time. The typical focus on prosocial skill development for the reform of inmates in prison does

not necessarily apply to the jail population, thus crisis interventions appear to be a more appropriate approach for those in jail (Beetz, Uvnäs-Moberg, Juilus, & Kotrschal, 2012).

Crisis Intervention in the Criminal Justice System

Many individuals in jail are in the midst of a crisis. A crisis can take many forms, including violent crimes (e.g., being robbed, forced sexual activities), traumatic stressors (e.g., near-death experience, being let go from a job), natural disasters (e.g., hurricanes, erupting volcanoes), accidents (e.g., car crash), or transitional stressors (e.g., starting a new job, losing physical abilities due to age; Yeager & Roberts, 2015a). This dissertation focuses on the crisis of being arrested and detained in jail. The components of a crisis are understood to be a) an unanticipated or transitional life event, b) inept coping skills causing stress to build, and c) inhibited ability to think and behave within normal functioning (Hendricks & Byers, 2014). The problem that prompted the crisis is viewed as unsolvable by the individual experiencing the crisis after an individual spends considerable time and stress approaching a solution through usual means (Caplan, 1964, 1974). This process is upsetting for the individual, and eventually an adjustment is made to solve the problem, regardless of whether the solution is positive or negative (Caplan, 1964, 1974). At least one occurrence of unexpected crisis has been experienced by the majority of adults in the US (Briere & Scott, 2014). Those experiencing a crisis typically exhibit signs within cognitive, emotional, physical, and behavioral domains such as restricted attention span, lacking or intense feelings, increased heart rate, emotional dysregulation, disorientation, impulsivity, irritability, or interpersonal strain (Centers for Control and Disease Prevention, 2003). A crisis can be experienced by anyone at any time, but there is not a singular or expected response to any form of crisis; this complexity calls for a specialized understanding by those that work with individuals in the midst of a crisis (Hendricks & Byers,

2014). Crisis counseling provides brief (typically ranging from 15 minutes to 2 hours) and time-restricted (usually one to three sessions total) treatment in the form of crisis intervention to individuals with a goal of procuring functional coping skills, solidifying problem-solving abilities, effectively managing emotions, and fortifying individual strengths (American Counseling Association [ACA], 2011; Everly & Mitchell, 1999; Wiger & Harowski, 2003; Yeager & Roberts, 2015a).

Mental Health Crisis and Law Enforcement

Oftentimes experiencing a crisis is the precipitating factor of entering into the criminal justice system (McCartney, 2013). This is especially true for individuals with mental illness (Stephens, 1994). Due to a lack of community mental health care following the deinstitutionalization of individuals with mental health concerns in the 1970s, law enforcement agencies are increasingly involved in mental health-related crisis calls (Borum, 2000). This is due to individuals with mental illness being out in the community where their symptomatology may not be understood by the general public and are potentially without medications or access to mental health treatment to mediate symptoms that may cause a lack in judgement (Torrey, 1997). Following deinstitutionalization, police officers were not equipped to deal with the mental health population and their needs, putting individuals with mental illness at-risk of being misunderstood and mistreated by law enforcement (Thompson & Borum, 2006). This came to a head in 1987 when police gunshot caused the death of Joseph DeWayne Robinson, an African American male, who was experiencing a mental health crisis. This resulted in the first established Crisis Intervention Teams (CIT) within the criminal justice system (Vickers, 2000). CITs (also known as the Memphis Model) were created with the intent to protect the welfare of individuals experiencing a mental health crisis, delay the arrest of those in crisis, and connect them with

proper mental health care. These services strive to ensure compassionate and competent responses to mental health crises (Compton, Broussard, Munetz, Oliva, & Watson, 2011; Watson, Compton, & Draine, 2017). To be considered a part of a CIT, an officer must self-select into a 40-hour training, which is considered optional as it builds upon the basic required mental health training to include creating community partnerships to facilitate proper mental health care. In the US, there exist over 400 CIT programs for which research shows a positive impact on the treatment of individuals in the midst of a mental health crisis by law enforcement (Steadman, Deane, Borum, & Morrissey, 2000; Strauss et al., 2005; Teller, Munetz, Gil, & Ritter, 2006; Watson, Morabito, Draine, & Ottati, 2008). However, CITs do not fully eliminate the arrest and subsequent admission to jail for individuals with mental illness in crisis, which still leaves individuals in mental health crisis housed in jails (Canada, Angell, & Watson, 2010; Cross et al., 2014; Wells & Schafer, 2006).

Individuals in mental health crisis comprise more than half of the inmates in jail, an overrepresentation of those in the general public (James & Glaze, 2006). Due to jails' quick turnovers and brief periods of stay, the typical course of action to treat those in mental health crises is stabilization through psychotropic medication (Burns, 2011). Psychiatrists in jails are typically unable to serve their large caseload expediently, particularly since there are many new cases that require a full psychosocial background inquiry. Furthermore, there are malingerers interested in obtaining prescription medication who must be vetted by psychiatry staff, which contribute to an increased period of time between being booked into jail and receiving psychotropic medications (Simpson, 2014). Additionally, many psychotropic medications that treat mental illness are banned in the jail environment due to medication hoarding and

prescription medication abuse, leaving few options to effectively treat those suffering from acute mental illness (Burns, 2011; Simpson, 2014).

Crisis Upon Entering Jail

The very experience of being in jail can be a crisis situation for incarcerated individuals regardless of mental illness. Being in jail is a rupture from regular life; social supports are inaccessible, unexpected lapses from jobs may lead to loss in revenue and potential unemployment, and families and children are displaced. This isolation and life uncertainty can be contributing factors to crisis states for the incarcerated population (Cox & Morchauser, 1997; Goss, Peterson, Smith, Kalb, & Brodey, 2002; Hayes, 1999; Konrad et al., 2007; Mackenzie, Oram, & Borrill, 2003; Marzano, Hawton, Rivlin, & Fazel, 2011). Research has indicated that concerns that are brought out by the crisis preceding arrest or prompted by incarceration are feelings of guilt, shame, and hopelessness; mood disorders (e.g., depression, anxiety); stress; feeling isolated, disconnected, and reclusive; and suicidal ideation (Broner, Kopelovich, Mayrl, & Bernstein, 2009; Ross & Lawrence, 2009; Tripodi & Bender, 2006).

The average length of stay for jail inmates is 25 days, which means mental health departments are designed to intervene in situations that are the biggest threat to inmate safety and leave no room for traditional mental health counseling, which typically takes a few sessions for rapport to even be established (Zeng, 2018). A consequence of the inability to cope with the crisis of being in jail is dying by suicide. From 2005 to 2006, 700 jail inmates died by suicide. This highlights the importance of crisis intervention with this population (Cohen, 2012). The current implementation of crisis intervention in jails is through suicide prevention tactics. The present best practices for the prevention of suicide in jails are suicide intake assessments, staff

education, and changing the environment in the jail (Hayes, 1995; Lester & Danto, 1993; Pompili et al., 2009; World Health Organization [WHO], 2007).

Suicide intake assessments. The first 24 hours of detention in a jail setting are when individuals are most at risk for suicide, making initial intake screening for suicide vital (Hayes, 1983; Hayes, 1989; WHO, 2007). These intake assessments gather information regarding potential risk factors for suicide, and, although there is no standardized assessment, many include questions about previous and current mental health treatment; previous and current suicidal ideation, plans, and attempts; previous and current substance use treatment; and psychotropic medication taken within the last six months (Lester & Danto, 1993). The way inmates respond to intake assessment questions (or are unable to respond due to distress) informs the screener if actions of suicide prevention need to be taken. However, suicide intakes are known to generate false positives which may prompt screeners and other staff to undervalue some indications of suicidality (Polpili et al., 2009).

Staff education. Staff that work in a correctional setting necessitate education on topics pertaining to suicide such as signs of mental distress or illness and responses to verbalizations of suicidal intent (Daniel, 2006; Van der Feltz-Cornelis et al., 2011). This education is not just for the mental health department. Mental health professionals are not usually staffed 24 hours a day, leaving other correctional staff responsible for the safety of suicidal inmates on nights and weekends (WHO, 2007). Additionally, mental health staff are not present during the arrest or booking of an inmate, which are times of heightened distress, potentially prompting suicidal ideation (Hayes, 2001). Without proper training, correctional staff may understand admissions of suicidal ideation to be a form of attention seeking or manipulation (e.g., stating “I will kill myself if I have to stay in this cell tonight” as a means of changing housing rather than

suicidality), leaving at-risk inmates without suicide interventions (Daniel, 2006). A vital component of staff training is learning the correct way to communicate referrals of suicidal inmates, otherwise inmates are at risk of slipping through the cracks (Hayes, 2001). Even with proper training, mental health services in jails are unsatisfactory due to the lack of experienced applicants for correctional jobs, budget cuts, and the chaotic nature of a correctional institution (Daniel, 2006; Zaitzow, 2010).

Environmental changes. Another suicide prevention tactic in jails entails changing the environment by isolating individuals that are on watch for suicide due to their answers on the intake assessment, an assessment by a staff member, or an attempt of suicide (Hayes, 1995; Zaitzow, 2010). Suicide watch typically houses inmates in single cells, strips them of their clothes and belongings, denies them access to food utensils and bedding, and places them on 23-hour lockdown with 15 minute staff observation rounds in an attempt to separate the inmate from any use of lethal means (Florentine & Crane, 2010; Konrad et al., 2007; Mann et al., 2005). This crisis intervention is purely superficial, and, by not treating the root cause of the suicidal ideation while simultaneously placing them in a demeaning situation, the inmate's mental health may actually decline as a result of the environmental change (Daniel, 2006; Konrad et al., 2007). Additionally, 60% of completed suicides in jails occur in solitary cells, indicating that environmental changes for suicidal inmates do not produce the intended results of suicide prevention (Cohen, 2012). Recent research recommends a shift away from changing the environment in the jail for suicide prevention (Kaba et al., 2014).

Unfortunately, crisis interventions in jails are triaged to individuals that pose a liability to the facility by dying by suicide rather than being facilitative of the reduction of emotional and physiological arousal of those in a crisis state. This leaves many inmates in unwarranted

psychological distress, leading many to contemplate suicide or experience exaggerated symptoms unnecessarily (Yeager & Roberts, 2015b). Additionally, inmates that are on suicide watch cost taxpayers more than twice the amount of regularly housed inmates for reasons including the increased need for staffing (Bender, 2003). Current crisis intervention strategies in jails are insufficient and do not promote the wellbeing of those in jail. A creative and cost-effective approach to meeting the needs of jail inmates in crisis is through AACR, which has been piloted in a few jails across the US (e.g., Parris, 2018; Walsh, 2018).

Animal-Assisted Crisis Response

In order to understand AACR, it is imperative to become familiar with associated terms. Figure 1 provides a visual overview of the relationship between terms. The clinical use of the human-animal bond (HAB) is known as an animal-assisted intervention (AAI). AAI's are divided into subsections depending on the formality of the interaction. AAI's may vary in approach, but all AAI's must be performed by educated and competent handlers that collaborate with animals that have been evaluated to have appropriate temperament and suitability. A form of AAI is animal-assisted therapy (AAT), which requires specialized professional training and education for both the animal and the service provider (Krueger & Serpell, 2010). AAT is a part of a treatment plan with documented goals specifically involving the therapy animal (Krueger & Serpell, 2010). AACR falls under the umbrella of AAI's as a specialized form of AAT and is a method of alleviating the discomfort, stress, and emotional dysregulation of individuals undergoing a crisis through the use of HAB (Graham, 2009; Orner, Kent, Pfefferbaum, Raphael, & Watson, 2006). AACR is comprised of a specially trained volunteer handler and animal team (presently, only dogs have performed AACR) who are able to work with individuals

experiencing heightened emotions in a setting that may be in disarray (Eaton-Stull & Flynn, 2015).

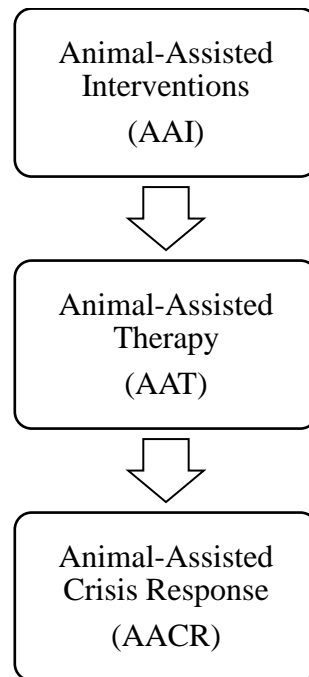


Figure 1

Relationship Between Terms from Least to Most Specialized

In crisis situations, AACR is possibly the most effective crisis response as compared to traditional crisis counseling due to its uncanny ability to provide comfort, reduce anxiety, and facilitate communication with those experiencing a crisis (Chandler, 2012). Just as with crisis interventions, AACR is meant to be brief with a goal of stabilizing the individual through the empowerment of feeling safe, developing coping skills, providing support and connection, and decreasing physical arousal (Eaton-Stull & Flynn, 2015; Greenbaum, 2006; Orner et al., 2006). Unique to AACR is the stability that can be found through petting or interacting with a dog, which offers an opportunity for an individual to feel a sense of normality and roots them in the present moment (Stewart, Bruneau, & Elliott, 2016a). Additionally, crisis dogs can provide unconditional love and acceptance to those experiencing a crisis in a way that humans cannot

(Bruneau & Johnson, 2016). The survivors of a crisis are not the only beneficiaries of AACR; those working in crisis environments also receive positive assistance from crisis dogs that help relieve the difficulties of their job at the scene of a crisis or disaster event (Shubert, 2012).

The first documented use of AACR was in 1995 following the bombing in Oklahoma City when the Federal Emergency Management Agency requested the presence of AAT teams to provide relief to the survivors, crisis workers, and families of the victims (Shubert, 2012). The success of the AAT teams prompted AACR to become a specialty in the AAI field in 2000, just prior to the event that would bring AACR to the attention of the world: the September 11, 2001 terrorist attacks (Eaton-Stull & Flynn, 2015; Greenbaum, 2006; Shubert, 2012). In the decade following, standards for practice were identified for the now 200 active AACR teams (National Standards Committee for AACR, 2010). These standards are incorporated into the training of both the volunteer handlers and crisis response dogs, which are overseen by AACR organizations such as Hope AACR and National AACR (Shubert, 2002). This highlights that AACR is more than just petting a dog. It is a goal-driven intervention that is utilized by a multidisciplinary team in a setting in which safety, comfort, and de-escalation is the objective (Greenbaum, 2006; Stewart et al., 2016a). Stewart and colleagues (2016a) note the clinical benefits of pairing AACR with a counselor, which include creating therapeutic rapport with disengaged clients, facilitating trust in the provider through innate trust in the dog, establishing communication through socialization, and providing a feeling of ease.

AACR is the newest specialization to emerge from the AAI field, and, of the few research articles published on the subject, all known AACR literature is either informational concepts or anecdotal reports from crisis responders (Chandler, 2012; Eaton-Stull & Flynn, 2015; Graham, 2009; Greenbaum, 2006; Orner et al., 2006; Shubert, 2012; Stewart et al., 2016a).

There is a need for the advancement of research on AACR within the counseling field in order to more formally investigate the potential impact of AACR for those in crisis.

Statement of the Problem

Current crisis intervention tactics utilized in the criminal justice system typically performed by officers rather than mental health counselors are ineffective and at times the source of further distress. The Council for Accreditation of Counseling and Related Educational Programs (CACREP, 2016) requires that counseling curricula include the impacts of crises on individuals along with effective crisis interventions to serve those affected by crisis, specifically noting that the specializations in clinical mental health counseling; clinical rehabilitation counseling; marriage, couple, and family counseling; rehabilitation counseling; college counseling and student affairs; school counseling; and counselor education and supervision (doctoral level) must be aware of the way crisis impacts the populations with which they will work. However, research indicates that merely 29% of CACREP-accredited counseling programs have a course on crisis counseling (Guo, Wang, Lok, Phillips, & Statz, 2016). Additionally, 46% of CACREP-accredited programs address crisis counseling only as a topic in another course (Guo et al., 2016). Furthermore, there is no crisis preparation in 7.7% of CACREP-accredited programs (Minton & Pease-Carter, 2011). Counselors are receiving insufficient training for crisis counseling and as a result are entering into the field unprepared and at-risk of harming clients experiencing crises (Guo et al., 2016; King, Price, Telljohann, & Wahl, 2000; Minton & Pease-Carter, 2011; Morris & Minton, 2012; Schmidt, 2016).

Jail inmates are often in crisis and are underserved with regard to crisis intervention services unless they are suicidal, and suicide prevention has been found to be costly and cursory for jail inmates (Bender, 2003; Cohen, 2012; Kaba et al., 2014; Yeager & Roberts, 2015b). For

counselors working in a jail setting, it is important to consider that only treating those who are deemed highest risk is a violation of the ACA's (2014) *Code of Ethics* section A.1.a, which notes that the welfare of clients must be prioritized.

Animals have been found to allow individuals to function more effectively during acutely stressful situations and can be a distraction from unpleasant thoughts (Allen, Blascovitch, Tomaka, & Kelsey, 1991; Bardill & Hutchinson, 1997). Particularly in crisis states, AACR has been reported to be an effective means of addressing psychological and physiological arousal, developing coping skills, and staying grounded (Chandler, 2012; Stewart et al., 2016a). Additional research is needed to confirm that AACR can be effectively utilized as an innovative therapeutic adjunct to law enforcement crisis intervention programs by eliciting the benefits of AAI in hopes of promoting decreased stress levels and overall wellness in jail inmates.

Purpose of the Study

The purpose of this qualitative case study is to describe the experiences of inmates, correctional staff, and AACR handlers at a county jail in Oregon that received AACR provided by a volunteer non-profit organization. The results of this study may lead to an enhanced understanding of AACR with jail inmates. Individuals are placed in jails for the purpose of punishment, and mental health treatment within a facility is seen as being in direct contrast to the consequences of the inmate's alleged crime (Stanford, 2005). Alternative creative techniques such as AACR work within the confines of a lockdown facility to encourage personal growth in a way that humanizes the inmate, is strengths-based, and promotes the development of healthy coping skills (Erickson & Young, 2010). Thus far, AAIs with inmates have narrowly focused on utilizing long-term and cost-intensive training-type programs with inmates in prison; however, inmates in jail would require AAIs to redirect the negative consequences of being in a crisis state

while in a particular setting. The results of this study may help identify any perceived benefits or concerns for using AACR as a crisis intervention for jail inmates, and any considerations for the implementation of creative therapeutic interventions by counselors. This has potential to bridge the gap that exists between counselors and the use of crisis interventions with clients. The results of this study are intended to contribute to counselor education by supplying new knowledge to the current literature on crisis interventions, and also facilitate the use of AACR with jail inmates by providing a framework through which to implement AACR.

Research Questions

The overarching research questions and sub questions that will guide this study are:

- 1) What are the experiences of jail inmates, correctional staff, and AACR handlers participating in AACR?
 - a. How do jail inmates describe their experience with the crisis dogs?
 - b. What are the jail staff's perceptions of AACR?
 - c. What are the AACR handler's perceptions of AACR with jail inmates?
- 2) What observations does the researcher have regarding AACR in a jail setting?
 - a. In what ways do the jail inmates interact with the crisis dogs?

Significance of the Study

This study will unveil whether AACR is experienced as a beneficial practice to address the needs of the underserved population of inmates in the crisis environment of jail. There is a gap in the literature with regard to both AACR and the use of AAI in jails. This study would lend itself to many implications, including those for individuals, correctional facilities, communities, counselors, and counselor educators.

First, the coping mechanisms of jail inmates have the potential to be enhanced as a result of receiving AACR services while in jail. AACR may allow for jail inmates to feel comforted, grounded, and safe in a very short amount of time, which may contribute to a lessening of more severe consequences of being in a crisis state such as suicidal ideation. This would potentially reduce the number of inmates that would otherwise be placed on degrading suicide watch. Without effective crisis intervention, inmates may rely on the former unhealthy or ineffective coping strategies that led to their original contact with law enforcement. Jail inmates that participate in AACR might experience increased resilience to the life hardships that propel them into crisis states through the awareness of AACR services and confidence from their ability to stabilize themselves while in a crisis state. AACR has the potential to decrease the severity of distress and the amount of time that distress is present for jail inmates.

Second, correctional facilities may experience an improvement in environment and staff wellbeing through an AACR program. Jail inmates in crisis states or experiencing mental health crisis contribute to the noisiness and unruliness of the jail environment by doing things such as yelling, sobbing, or throwing things in an attempt to cope. AACR may provide inmates with an alternative, healthy way to cope with distress and eliminate some of the environmental stressors that result from experiencing a crisis. A calmer environment not only would help the jail inmates, but also would lessen the toxic stress to which correctional staff is exposed which often leads to concerning health problems among law enforcement employees (Violanti, 2010). Additionally, the exposure of correctional staff to the crisis dogs would promote the staff's wellbeing just as it would the jail inmates' through the same mechanism of providing normality and calmness.

Third, this study may inform communities of cost-effective alternatives to the management of jail inmates in crisis. AACR services are led by volunteers that partner with already-existing healthcare professionals, which means that bringing on an AACR team does not require any additional staffing or costs. Also, AACR teams that are part of an organization such as Hope AACR or National AACR have their liability insurance covered by the AACR organization, meaning that correctional facilities would not need to purchase additional insurance or change any insurance policies when employing an AACR service. Taxpayers in the community have the potential to benefit greatly with regard to the cost of jail crisis interventions in the form of AACR. This study will also bring awareness of the accessibility of AACR to communities with individuals in crisis, potentially allowing for more effective services for community members experiencing a crisis or disaster.

Fourth, understanding more about the impact of AACR with jail inmates will help counselors learn skills that may assist in building a healthy therapeutic relationship with jail inmates in order to engage them in services. Counselors that may not have received adequate training in crisis counseling will be aware of the resource of partnering with an AACR team to address the needs of their clients. Even though many clinicians do not have formal training in AAT, approximately 25% of them incorporate animals into their mental health work (Risley-Curtiss, 2010). This indicates that many mental health professionals are not providing services that are in accordance with ACA competencies or ethical guidelines and require access to research regarding AAT in order to inform their professional development and practice (ACA, 2014; Stewart, Chang, Parker, & Grubbs, 2016b). Just as with correctional staff, counselors have the opportunity to combat work-related difficulties such as secondary traumatic stress and

burnout through interactions with the AACR teams that are providing services to their clients (Rossetti, DeFabiis, & Belpedio, 2008).

Lastly, the results of this study will contribute to the field of counselor education by supplying new knowledge to the current literature on crisis interventions. There is a gap in the literature specifically regarding AACR. Counselors are ethically bound to meet the needs of their clients, which means that research on effective treatment needs to be done within the scope of the counseling field (ACA, 2014). The majority of AAI research comes from the fields of social work, psychiatry, psychology, occupational therapy, and nursing, and research on crisis intervention in jails comes from the fields of criminal justice, sociology, law enforcement, social work, and psychiatry (see Bardill & Hutchinson, 1997; Beetz, Uvnäs-Moberg, Julius, & Kotrschal, 2012; Friedmann, Katcher, Lynch & Thomas, 1980; Reichert, 1998; Steadman et al., 2000; Stephens, 1994). Despite the ethical obligations to serve clients as counselors, there is very little information pertaining to the way in which counselors are to effectively employ AAI or how counselors can best serve clients that are jail inmates. Additionally, this study will speak to counselor educators as a way to determine what crisis intervention practices to include in curricula. Counselor education programs have been found to insufficiently educate counselors-in-training on crisis interventions. Without dedicated courses on the topic of crisis interventions, counselor educators are tasked with finding ways to concisely address best practices in this field. Discussing the option to seek out and partner with an AACR team is an effective way to promote working within the scope of the counselor's ability while also providing a necessary service to clients.

Definition of Terms

The terms below are explained as they are relevant to this dissertation.

Human-Animal Bond (HAB) is a relationship between a human and an animal that is marked by reciprocity, consent, trust, care, understanding, consistency, and mutual wellbeing (Fine, 2014).

Animal-Assisted Intervention (AAI) is the most general term for the clinical application of HAB through the incorporation of an animal that is evaluated to possess appropriate temperament and training into a trained volunteer or professional handler's effort to provide a service to enhance the health and wellbeing of a particular population (Fine, 2014).

Animal-Assisted Therapy (AAT) is a therapeutic AAI involving a specially trained animal that is led by a formally educated and trained healthcare professional that includes a treatment plan, goals, and documentation (Krueger & Serpell, 2010). In an effort to provide more field-specific standardization, a subsection of AAT was developed explicitly for professional counselors, known as animal-assisted therapy in counseling (AAT-C), which follows the ACA AAT-C competencies (Stewart, Chang, & Rice, 2013; Stewart et al., 2016b).

Animal-Assisted Crisis Response (AACR) is an AAT intervention that consists of a highly trained dog handler team that is employed by professionals working in chaotic crisis sites to specifically direct its efforts of providing comfort and emotional regulation to people who require crisis assistance (Eaton-Stull et al., 2010; Greenbaum, 2006). To become an AACR dog handler team, the dog and handler must first be trained and experienced in AAT and then, when a dog displays a suitable temperament and the handler demonstrates consistent commitment to animal welfare, receive auxiliary training and exposure to crisis response (Eaton-Stull et al., 2010; Stewart et al., 2016a).

Prison-Based Animal Program (PAP) is a long-term program in a correctional facility that involves the incorporation of an animal for both the benefit of the inmate and the animal (Furst, 2006).

Jail is a temporary detention facility that houses individuals post-arrest that are anticipating a court date to determine guilt or innocence or are found guilty and sentenced to one year or less (Harley, 2014).

Crisis Intervention is a means of addressing the needs of individuals impacted by a crisis through instilling safety, comfort, and support in order to restore adaptive functioning due to the interrupted coping abilities of those experiencing a crisis (Yeager & Roberts, 2015a).

CHAPTER II

LITERATURE REVIEW

This chapter serves to contextualize the present proposal within the literature with regard to the human-animal bond (HAB). First, the review of the literature will focus on the historical experience of human-animal interactions. While the history will not be a comprehensive narrative, it will shed a light on salient factors that contribute to the relationship humans and animals have present-day. Then, attention will be given to current trends in the literature on the impacts of animal-assisted interventions (AAI) and considerations for the use of AAI. Lastly, the treatment of AAI will be examined within the context of correctional institutions, as reviewing intervention strategies used within the criminal justice system is essential in order to assess current practices and make improvements for future applications.

History of Human-Animal Interactions

Animals and humans have benefited from coexistence for centuries. Prehistoric documents confirmed the presence of companion animals on both Eastern and Western hemispheres for the purpose of survival, health, and healing, especially favored by hunter-gatherer groups in which animals received protection from humans while simultaneously humans were able to increase food quantities with the animals' assistance (Serpell, 2011; Walsh, 2009). This type of reciprocal relationship between humans and animals led many of our ancestors to perceive themselves as equals with animals, including the respectfully hunted and honored game animals (Enders-Slegers, 2000; Serpell, 2000).

Once human civilization transitioned from hunting to agriculture starting approximately 10,000 years ago, human perspective shifted to thinking about animals as relying on humans as members of a collective social group (Serpell, 2010). Farmers needed to kill members of their

animal herds for food sources, which violates the bonds of a social group; thus emerged a protective mentality that humans are morally superior to animals, including a hierarchy of animals dependent upon whether or not they were a source of food for humans (Serpell, 1996).

In the modernization of England in the 18th century, higher-value non-food animals (e.g., cats and dogs) became pets for humans that were looking for a connection to nature, which was absent from their lives in cities (Levinson, 1997). These companion animals served no function to humans other than a social connection (with some exceptions such as guard dogs), which is the way most animals are conceptualized present-day (Levinson, 1997). Currently, there is at least one pet in more than half (68%) of American households (American Pet Products Association, 2018). These pets are considered to be family members by 87% of pet-owning families, and these families reported that their pets receive holiday presents and are nursed back to health when sick, even if it means taking a day off from work (Walsh, 2009a). The amount of money pet-owners willingly spend on their companion animals (e.g., specialty toys, trips to dog spas) has increased 200% in the past 10 years (Walsh, 2009a). Due to companion animals playing such a meaningful role in the life of humans throughout history, they also became incorporated into mental health treatment.

Animals in a Therapeutic Context

Personal observation and intuition led to a few known instances of animals being incorporated into the therapeutic experience throughout history; however, this practice did not gain traction until later in the 1980s. During the 1800s in Europe, the presence of animals in the courtyards of mental institutions provided an atmosphere of comfort and liveliness that softened the prison-like nature of the facilities (Serpell, 2006). Those who staffed the mental institutions at that time noted that institutionalized individuals socialized with the animals, including

allowing the animals to lend a listening ear to them when no one else was around to be attentive (Allderidge, 1991).

The first time an animal was present during individual therapy sessions was in the early 1900s when Sigmund Freud worked with his dog, Jofi (Walsh, 2009b). Freud brought Jofi into the therapy room and spoke to clients through his interpretation of Jofi's behaviors (Grinker, 1979). Taking a note from Freud many years later, Jay Haley (1976) incorporated a dog into a family therapy session in the 1970s by instructing a family to adopt a dog and bring it into their next family session to address the son's fear of dogs. Haley orchestrated the family to work together to train the dog based on the various strengths of each family member, which ultimately reinforced the family bond and alleviated the son's symptoms (Walsh, 2009b).

Animals became a part of treatment planning in psychotherapy when Boris Levinson (1962, 1969) utilized his dog, Jingles, in sessions to intentionally engage reserved clients and decrease anxiety symptoms. Levinson was derided by his peers in the 1960s when presenting his case studies with Jingles and the use of HAB with clients (Hines, 2003). In its inception, this formal application of HAB was not deemed worthy of study by the majority within the field of healthcare (Parshall, 2011). However, in the 1980s, the multidisciplinary use of HAB took traction after a breakthrough study reported the life extending properties of pet ownership among those in a cardiac care unit (Friedmann et al., 1980; Serpell, 2006). Since the 1980s, the clinical use of HAB, now known as AAI, has been researched and implemented within the fields of nursing, occupational therapy, social work, psychiatry, counseling, speech therapy, and education, among others (Delta Society, 2003).

Animal Welfare

It is vital to consider animal welfare when practicing AAIs. Influenced by Descartes' view that animals have no feelings, the field of mental health has historically used animals inhumanely in laboratory experiments to test theories and treatments throughout the 19th and 20th centuries (Smith, 1987; Walsh, 2009a). Thus, to ensure the field of mental health continues forward in an ethical manner with regard to animals, all animals who are participating in therapeutic interventions must have their welfare equally prioritized and maintained for the duration of any AAI experience in both clinical and research contexts, as informed by humans having proper education, supervision, and attitudes regarding AAI (Schlau, 2017; Stewart et al., 2016b).

Effects of AAI

Within the last 40 years, the field of AAI has been increasingly supported through anecdotal, qualitative, and quantitative research; however, it is still limited in the counseling literature. The existing AAI literature points to impacts within physiological, social, and psychological domains for populations across the lifespan, which is detailed below.

Physiological

The physical act of touching an animal has physiological consequences for humans. Most notably, researchers have found that contact with animals lowers blood pressure and heart rate levels for children, adults, and older adults (Allen, Shykoff, & Izzo, 2001; Cole, Gawlinski, Steers, & Kotlerman, 2007; Friedmann, Katcher, Thomas, Lynch, & Messent, 1983; Heimlich, 2001; Katcher, Friedmann, Beck, & Lynch, 1983; Lefkowitz, Paharia, Prout, Debiak, & Bleiberg, 2005; Nagengast, Baun, Megel, & Leibowitz, 1997; Parish-Plass, 2008; Perry, Rubinstein, & Austin, 2012; Vormbrock & Grossberg, 1988). Additionally, the experience of

pain is mediated for individuals when exposed to AAI (Horowitz, 2010; Sable, 2013; Sobo, Eng, & Kassity-Krich, 2006). Furthermore, stress levels become stabilized as a result of AAI due to a decrease in the stress hormone cortisol and an increase in the feel-good hormone oxytocin (Allen et al., 1991; Chandler, 2012; Friedmann & Tsai, 2014; Miller et al., 2009; Odendaal, 2000; Odendall & Meintjes, 2003; Parish-Plass, 2008; Perry et al., 2012). It is important to note that with children, researchers found that blood pressure and heart rate sometimes increase upon the initial sighting or interaction with the animal, most likely due to excitement and raised activity level when playing with the animal (Kaminski, Pellino, & Wish, 2002; Tsai, Friedmann, & Thomas, 2010).

Social

AAIs have an impact on social development as well. Animals help to provide a safe space in which to practice social skills and offer a buffer for increased socialization with others (Barak, Savorai, Mavashev, & Beni, 2001; Friesen, 2010; Geist, 2011; Jalongo, Astorino, & Bomboy, 2004; McConnell, Brown, Shoda, Stayton, & Martin, 2011; Parish-Plass, 2008; Rice, Brown, & Caldwell, 1973; Sockalingam et al., 2008). For children on the autism spectrum, AAIs encourage social interaction and awareness (Fung, 2015; Lofthouse, Hendren, Hurt, Arnold, & Butter, 2012; Martin & Farnum, 2002; O'Haire, 2013; Redeker & Goodman, 1989). In general, individuals are more likely to attend treatment when AAI are employed (Beck, Seraydarian, & Hunter, 1986; Chandler, 2012; Katcher & Wilkins, 1998; Lefkowitz et al., 2005).

Psychological

The impact of AAI on psychological functioning has been researched in regards to depression, anxiety, posttraumatic stress disorder (PTSD), and schizophrenia. Researchers have found that individuals suffering from depression see a relief in symptoms after participating in

AAI (Brickel, 1984; Folse, Minder, Aycock, & Santana, 1994; Hart, 2010; Hoffman et al., 2009; Le Roux & Kemp, 2009; Pedersen, Nordaunet, Martinsen, Berget, & Braastad, 2011; Souter & Miller, 2007). AAI has also been identified as a method to reduce anxiety symptoms (Barker & Dawson, 1998; Hunt & Chizkov, 2014; Kruger & Serpell, 2010; Lang, Jensen, Wertenaue, Gallinat, & Rapp, 2010; Thompson, 2009; Wells, 2009). Furthermore, research supports AAI as beneficial for individuals with PTSD (Hamama et al., 2011; Krause-Parello, Sarni, & Padden, 2016; Lass-Hennemann, Peyk, Streb, Holz, & Michael, 2014; Lefkowitz et al., 2005; Stern et al., 2013; Taylor, Edwards, & Pooley, 2013). Moreover, individuals that have schizophrenia are more likely to engage in treatment when AAIs are utilized (Horowitz, 2010; Kovács, Kis, Rózsa, & Rózsa, 2004; Sockalingam et al., 2008; Villalta-Gil et al., 2009).

Considerations for AAI

While AAIs have proved beneficial for many, they are not always the most suitable choice of treatment. There are considerations for both the use of AAI in clinical practice and when evaluating the research on AAI.

Practice

Among the noted benefits of AAI are some risks and considerations for practice (Cole & Howard, 2013). Individuals who have a history of uncontrolled aggression or abusive behaviors toward animals may not be appropriate participants in AAI when considering the safety of the therapy animal (Reichert, 2008). There is also an inherent risk that an individual or animal may unintentionally be injured (e.g., scratched) through participation in AAI, which is often mediated by becoming a registered therapy team through an organization that provides liability insurance for practicing AAI teams such as Pet Partners (Chandler, 2012). An additional challenge to working with an animal is allergies (King, 2002). Another barrier to AAI is personal background

or cultural values held by an individual that may lead them to be fearful of animals or disinterested in interacting with animals (Shelton, Leeman, & O'Hara, 2011).

Racial considerations. When looking at racial attitudes regarding animals, 64% of white families have companion animals whereas only 30% of African American families have a companion animal (Pew Research Center, 2010). African Americans are the least likely racial population to have a companion animal in the US (Marx, Stallones, Garrity, & Johnson, 1988; Risley-Curtiss, Holley, & Wolf, 2006). Animal ownership could be potentially impacted by many African Americans being commonly and historically housed within low-income neighborhoods due to institutionalized racism, as animal ownership entails exercising and socializing dogs, and an environment of violence and tension may prevent individuals from making a commitment to entering unsafe situations (Louv, 2014). Without as many positive experiences with companion animals, the African American population may not feel as connected to animals (Brown, 2002). However, one study indicated African American children that have participated in AAIs have reported positive and beneficial experiences with animals (Mallon, 1994). The varying degrees to which animals are perceived by the African American community demonstrates the need for a counselor to have an intentional conversation regarding an individual's thoughts and experiences with animals before using an animal in treatment to ensure that an AAI is appropriate for an individual (Sheade & Chandler, 2014). When approached ethically and with cultural considerations, AAIs have the potential to be an effective intervention.

Research

As AAI becomes a more emergent topic in research literature, its benefits are becoming evident. However, much of the AAI research demonstrates methodological shortcomings

including underdeveloped research questions, absent control conditions, small sample sizes, lack of random assignment to conditions, no standardized procedures, and a shortage of follow-ups in the long-term (Herzog, 2014; Serpell, McCune, Gee, & Griffin, 2017). Research design challenges are intrinsic to AAI in the sense that all research participants are aware that they are a part of an intervention involving an animal due to the presence of the animal (Griffin, McCune, Maholmes, & Hurley, 2011). Serpell and colleagues (2017) point out that AAI programs have a lot of representation within mainstream media (e.g., televised news, magazines, social media posts) which fosters interest but often exaggerates the abilities of AAI. Researchers may self-select to not submit research for publication that does not live up to the media hype, leaving the field stagnant and underresourced (Herzog, 2014).

AAI is a newer part of the mental health literature and is still being explored with different populations, which means that anecdotal, qualitative, and basic quantitative research is needed in order to build a descriptive foundation. This groundwork of data may not be at the level of sophistication of more-researched interventions in the counseling field; however, there is value in qualitative research and AAI research thus far has made a compelling case for the potential of improved wellbeing for its participants. Further qualitative and quantitative research is required to continue to understand the impact of AAI.

AAI in Correctional Facilities

There appear to be a wide range of populations that have the potential to benefit from AAI. The population being investigated by this dissertation is incarcerated individuals in a jail setting. While there is a growing body of literature on the use of AAI with adults in prison and juveniles in detention centers, there is a lack of research with regard to adult inmates in jails.

Salient literature with regard to AAI with prison inmates and juvenile inmates will be examined in detail.

The US has the highest incarceration rates worldwide with an estimated total population of 1.5 million housed in prisons during 2015 (Carson & Anderson, 2016; Minton & Zeng, 2016). Beginning in 1970, incarceration rates started increasing at a steady rate, which resulted in 500% more individuals residing in jails and prisons by the 2010s (Alexander, 2012). Currently, approximately 2.9% of the US population is under the jurisdiction of the criminal justice system (Glaze & Herberman, 2013). Considering the rapid growth in the incarcerated population, there appears to be an increased need for specialized treatment for those in jails or prisons.

There is a racial disparity within the criminal justice system, which is clearly identified when comparing the likelihood for imprisonment for males: there is a 1 in 17 chance for white males to become incarcerated; whereas, there is a 1 in 3 chance for incarceration for African American males (Barish, DuVernay, Averick, & DuVernay, 2016). Even though there is a larger population of white males in the US, more males in prison identify as African American (Glaze & Herberman, 2013). This highlights the importance of considering race and culture prior to implementing AAI with incarcerated individuals. Specific to the incarcerated population, police dogs have been used in racialized police violence, most memorably in 1963 during civil rights protests, which may have created negative associations with dogs in the African American community. This may be exasperated if a K-9 unit was deployed during an individual's arrest (Wall, 2016). However, particular breeds of dogs such as Pit bulls are falsely stereotyped by the media and only receive public attention when something negative occurs, which Coogler and colleagues (2014) note parallel the stigmatized media coverage of African American men. The vilification of certain dog breeds leads to an overrepresentation of Pit bulls in animal shelters,

and African American inmates may be able to relate to animals that are locked away and mislabeled by society. This shows the potential for AAI use with inmates to be therapeutic when approached appropriately.

AAI programs are economical with perceived benefits relevant to incarcerated populations including the reduction of recidivism, making them a compelling choice for implementation in correctional facilities (Strimple, 2003). AAI with incarcerated populations typically does not follow a therapeutic framework, but rather focuses on providing inmates with a task that helps animals and gives back to the community (Furst, 2011). Due to the nature of being incarcerated, the inmate population typically fears expressing emotion or being vulnerable out of concern for physical safety (Ireland, 2005). Inmates that portray any emotion outside of being tough and aggressive may be targets on which other inmates prey. AAI add appeal that might entice otherwise reluctant individuals like inmates to get the healing they require (Lange, Cox, Bernert, & Jenkins, 2007). Individuals that are initially hesitant about treatment benefit from animal programs through a motivation to engage, establishment of trust in others, and expression of their emotions (Nepps, Stewart & Bruckno, 2011). For these reasons, AAI has been implemented with both adult and juvenile offenders.

Research Challenges in Correctional Facilities

Conducting research in a correctional facility can be difficult, as bureaucracy in the criminal justice system does not prioritize research. Additionally, correctional institutions function on strict adherence to schedule and predictability, and researchers disrupt the routine and degree of control that the officers may have over the inmates (Glenn, 2008). Likewise, prisons come with institutional limitations that may interrupt the feasibility of research, such as strict lockdown hours (Allison & Ramaswamy, 2016). In general, American history has viewed

correctional institutions as places of punishment, and spending time with animals may be considered an underserved privilege, which means that the public majority might vote for politicians that emphasize punitive measures in correctional facilities and do not support the use of AAI programs (Deaton, 2005). Another barrier to research access is the historical unethical research studies involving inmates, which was met with closed access to correctional institutions and increased protection by officers (Glenn, 2008; National Commission for the Protection of Human Subjects of Biomedical and Behavioral Research [NCPHSBBR], 1978). To protect this population and other human participants from maltreatment in research, Institutional Review Boards (IRB) were established as a means to oversee proposed research prior to data collection to uphold the welfare of research participants by including methods such as obtaining informed consent from all research participants (NCPHSBBR, 1978).

When research does get approved by prison management, programs typically operate with a small number of inmates, which makes reaching the number of participants needed for an effect size in quantitative research near impossible (Moneymaker & Strimple, 1991). Additionally, information on incarcerations stored in the criminal national database is not available to the public, which can make tracking variables such as recidivism ambiguous (Pike, 2008). In spite of these challenges, a compromise can be made by prison officials and researchers with regard to piloting programs that have positive impacts on inmates' attitudes and behavior, which AAI seems to achieve.

Prison

The catalyst for AAI with inmates was a hurt sparrow, which occurred at a prison in Ohio in 1975 (Lee, 1983, 1987). An inmate found an injured bird and began nursing it back to health, quickly accruing the help of other inmates; the positive collaboration the inmates demonstrated

as inspired by the concern of the welfare of a helpless animal prompted social worker David Lee to investigate the potential of HAB to bring about desirable behaviors in inmates (Strimple, 2003). After giving companion animals to a ward at the prison for one year, Lee compared data between the ward and its counterpart without animals and found that the ward with companion animals required less medication, displayed less violent behaviors, and had zero suicide attempts, whereas the ward without companion animals had eight suicide attempts (Lee, 1983, 1987).

Another impetus for AAI with prison inmates was fueled by Leo Bustad and Sister Pauline (formerly Kathy Quinn), who collaborated in 1979 to bring rescued dogs to a women's prison in Washington for the purpose of training the dogs to become service dogs for individuals with disabilities, which eventually grew to almost 20 programs (Strimple, 2003). Through these programs, the inmates were stated to have improved their self-esteem, developed vocational skills, and obtained higher education credits, all while simultaneously benefiting the community and saving the lives of rescue dogs (Strimple, 2003).

One of the first equine-specific AAI programs was implemented in the late 1970s by Ron Zaidlicz after he purchased three wild horses from the Bureau of Land Management (BLM) to be trained by inmates at a Colorado prison (Strimple, 2003). While the male inmates were learning employable skills related to the care of horses and raising money for the Department of Corrections (DOC), they were also learning to form a compassionate and trusting bond with another living being (Zaidlicz, 1988).

These efforts all pioneered what are now referred to as prison-based animal programs (PAP; Furst, 2006), which are AAIs that are included within institutional programming, of which there are 290 total present-day (Cooke & Farrington, 2016). Bachi (2013) conducted a literature review of anecdotal, qualitative, and quantitative research on PAPs and determined that these

programs are typically evaluated with regard to recidivism, sociobehavioral outcomes, emotional and psychological impacts, and behavioral transgressions. Research that focused on recidivism, self-confidence, emotional regulation, symptoms of depression, social skills, and community reintegration showed favorable outcomes among PAP participants, whereas research concerning behavioral transgressions were unable to establish a clear connection to PAP participation (Bachi, 2013). However, Bachi (2013) noted that more sophisticated research methods and studies are required to confirm long-term effects and to isolate which variable of PAPs is most influential. This only allows PAPs to be considered a successful way to improve the overall wellbeing of inmates but not an official rehabilitation program.

The only national study analyzing PAPs was done by Furst (2006), who mailed surveys to the DOC of every state, with 46 states responding and 36 states confirming their use of PAPs. Based on the information provided by each survey, Furst (2006) was able to organize PAPs into the following categories: a) community service, b) service animal socialization, c) wildlife rehabilitation, d) vocational, e) livestock care, f) pet adoption, and g) visitation. The most commonly occurring model is the community service model, which involves the training of animals that are later adopted out to families in the community (Furst, 2006). This model is similar to the second-most common PAP, service animal socialization, which involves inmates giving specialized training to puppies for the purpose of transitioning to formal training as a service animal like a seeing-eye dog (Furst, 2006). The rarely-occurring wildlife rehabilitation programs are alike the community service and service animal socialization models, but differ in the sense that the wildlife (e.g., birds, raccoons) are not trained, but rather treated for injuries before being released into the wild (Furst, 2006). Furst (2006) describes vocational programming as a certification process for completing job-related courses for an animal-care setting (e.g.,

grooming). Likewise, livestock programs educate inmates on the nuances of farm life including the care of farm animals (e.g., pigs, cows; Furst, 2006). The pet adoption model involves the inmate adopting and caring for their own companion animal (Furst, 2016). Lastly, one of the most infrequently employed models is visitation programs, which provide inmates with unstructured visits with animals (Furst, 2006). Furst (2006) noted that some PAPs incorporate a mix of multiple models. Jaspersen (2010) added an additional model, the counseling model, after employing AAI with inmates, which exposes inmates with mental health concerns to animals during weekly therapy sessions. Studies employing these different models are becoming a growing aspect of the literature on AAIs, and, although they lack a standardized research design, they have given a quality springboard on which to apply future research (Bachi, 2013; Mulcahy & McLaughlin, 2013). Based on an evaluation of five AAI case studies, Allison and Ramaswamy (2016) speculate the ways in which prisons would change upon employing a PAP, which include a focus on reform instead of punishment, increased participation in therapy, reduction in self-isolation, and improved quality of life during incarceration.

PAP Research

Research on PAPs began in the late 1980s, right at their inception, and has become more sophisticated over time. One of the first studies involved a pet adoption model that examined physiological impacts of animals that inmates kept as companion animals through the People Animals Love (PAL) program at a District of Columbia correctional facility that taught inmates vocational skills in animal care for birds, fish, and small mammals (Katcher, Beck, & Levine, 1989). Thirty-three male inmate participants (100% African American) were randomly assigned to either a pet present or pet absent condition during interviews with researchers, and the inmates' blood pressure levels were measured (Katcher et al., 1989). Blood pressure

measurements did not indicate statistically significant differences between the groups with and without companion animals when analyzed in a pretest-posttest design, though blood pressure was much lower when inmates were interacting with the pet outside of the interview (Katcher et al., 1989). In addition to blood pressure, this study examined the occurrence of behavioral misconduct of inmates in both conditions with a waitlist control by collecting information regarding disciplinary infractions two years before the program and one year following (Katcher et al., 1989). There was no change in the severity of misconduct, but there were less incidents recorded from the inmates that participated in the program (Katcher et al., 1989). The PAL program was investigated with regard for recidivism for 98 male inmates (demographic information unknown) from 1982 to 1984 (Moneymaker & Strimple, 1991). Moneymaker and Strimple (1991) did not indicate the way in which data was collected for this quantitative study but reported that 68% of the inmates involved in the PAL PAP did not return to prison while 11% did become involved with the District of Columbia DOC at some other point in time. Without comparison data or known research methodology it is difficult to arrive at conclusions, but PAPs seem favorable for recidivism reduction based on this study.

The Pets as Therapists PAP was employed at an Australian prison from 1988 to 1989 involving service animal socialization, and during six months of this programming eight female inmates (demographic information unreported) participated in a pretest-posttest design quantitative study using standardized self-report measures for depression and self-esteem (Walsh & Mertin, 1994). Walsh and Mertin (1994) found that both depression and self-esteem showed significant changes for the group but noted that three of the eight inmates were nearing their release when posttest measures were completed, potentially confounding the data. Even with a small sample size, this study shows promising impacts of PAPs on psychological wellbeing.

A mixed methods study examined the vocational and community service Wild Mustang Program PAP in New Mexico from 1988 to 1992, where inmates were able to learn horse husbandry by caring for wild horses through a partnership between the BLM and DOC (Cushing & Williams, 1995). Cushing and Williams (1995) interviewed both staff members and 56 inmates (demographic information unreported) formally and informally, had staff complete questionnaires, and reviewed inmates' case files with regard to behavioral infractions, substance abuse treatment group attendance, and type of offense, although the specific details of data collection were not reported. The themes that emerged from the data Cushing and Williams (1995) collected were a sense of independence and accountability in the inmates, fewer misconduct reports, and inmates feeling as if they were a part of a shared goal. The average recidivism rate in New Mexico at the time of the study was 38%, and participants in the study had a 25% recidivism rate, which was found to be significant (Cushing & Williams, 1995).

The PenPals program investigated behavioral misconduct using quantitative methods with 48 male inmates (24 in the experimental group, 24 in the waitlist control group; 63% white, 26% African American, 6% Latino, 2% Native American) where inmates care for and train shelter dogs for 8 to 10 weeks while having the dog live with them to later have the dogs adopted by families in the community (Fournier, Geller, & Fortney, 2007). Fournier and colleagues (2007) clearly detailed their methodology, including the outcomes being measured by behavioral infractions one month before and one month after the PAP, self-reported Social Skills Inventory, self-reported created survey of human-animal interaction, and staff-reported therapeutic treatment level. Both experimental and control groups showed improvement in treatment progress and social skills, whereas the inmates in the PAP showed statistically significant increases in human-animal interaction and decreases in behavioral misconduct (Fournier et al.,

2007). The researchers suggest that replications of this study could more concretely establish the link between PAPs and lowered behavioral misconduct (Fournier et al., 2007).

In the service animal socialization PAP Canine Assistance Rehabilitation Education and Service in Kansas, the dog lives with the inmate for 12 to 18 months. Eighteen male inmates (84% white, 11% African American, 3% Latino, 3% Native American) were formally interviewed via qualitative research to get their perspectives on the impact of the PAP on themselves, the prison, and the community (Britton & Button, 2005). Britton and Button (2005) were able to derive three themes from the interviews: (1) Motivation to Engage in the Program, (2) Challenges of the Program, and (3) Benefits of the Program. Results indicate that having a love of dogs, gaining more privileges in the prison, and wanting to do something for the community were the salient motivations for electing the PAP. Challenges were identified as pertaining to the additional pressure of protecting their animals, being more scrutinized by prison staff as a result of working with a dog, and the temporary nature of working the dogs after having formed a relationship. Benefits of the program identified by the interviewed inmates were primarily the positive impact on mood, feelings, and behaviors. This included prosocial ideals such as community reciprocity, in which the inmates enjoyed investing their efforts into a dog that would help others in the community. The positive impact on emotions and behavior was followed by an improved harmonious and peaceful environment within the prison. Britton and Button's (2005) research shows a persuasive argument in favor of PAPs from inmates themselves.

The Indiana Canine Assistant and Adolescent Network PAP is a service animal socialization model that was qualitatively investigated at an Ohio prison via in-depth interviews with six male inmates (83% white, 17% African American; Turner, 2007). In addition to inmate

reports that the PAP provided the prison with sensations of calmness, freedom, and positive emotions, interview themes were self-restraint, selflessness, parent-child relationships, self-esteem improvements, and social skills (Turner, 2007). While the sample size of Turner's (2007) study was small, the results of this study support the continuation of PAPs for further opportunities to conduct research.

An anecdotal study of 15 female inmates (47% white, 33% African American, 7% Latina, 7% Native American, 7% biracial) participating for 6 to 60 months in a service animal socialization PAP in a northeastern state centered around the inmates' experience with the stigma of being incarcerated (Furst, 2007a). Interview protocol and analysis was not reported by Furst (2007a); however, inmates were reported to have felt positive about their participation in the program and been motivated by the praise they received from helping train the dogs. Inmates identified anger management, patience, physical health, socialization, altruism, empowerment, and emotional regulation as areas positively impacted by participation in the PAP (Furst, 2007a). Furst (2007a) argues that the skills, attitudes, and behaviors gained and demonstrated by the inmates is a form of prosocial socialization. This argument is supported by the fact that PAP participants had a 0% recidivism rate after five years, and only one inmate was discontinued from the program within those five years (Furst, 2007a).

In another study Furst (2007b) qualitatively interviewed inmates participating in a service animal socialization PAP regarding their experience of the effectiveness of the treatment. Furst's (2007b) study involved seven male inmates (86% Latino, 14% African American). Inmates' interview responses showed that they looked at their dogs through a lens of positivity and pride, modeling a strengths-based approach through which to view themselves (Furst, 2007b). Inmates also reported that they were able to use their dogs as emotional supports, experiencing the dog as

a better means to express emotions than through traditional group counseling (Furst, 2007b). Lastly, inmates stated their dogs assisted in their socialization skills, extending beyond the prison into their social relationships with family and friends (Furst, 2007b). Furst (2007b) reported that the results of the interviews with inmates in a PAP were a development of confidence, tenacity, and prosocialism.

In the only research on the counseling model, Jaspersen (2010) observed group therapy with five inmates (demographic information not provided) on the mental health unit of a Utah prison, and the only exposure the inmates had to an animal was during the once-a-week group therapy sessions over a course of eight weeks. Jaspersen (2010) then conducted interviews with the inmates (protocol not reported) and determined that the PAP assisted the inmates in attending more counseling sessions and decreasing their symptoms associated with depression and anxiety, but without a baseline established prior to treatment, it is not possible to determine if these results are significant or conclusive.

In a recent study of increased rigor, outcomes from compiled data beginning in 2002 from 597 participants of a state-wide PAP in Washington were measured as compared to 404 matched inmates without PAP participation through Propensity Score Modeling (van Wormer, Kigerl, & Hamilton, 2017). The four outcomes measured were severe misconduct, aggressive misconduct, complaints reported, and number of given punishments (van Wormer et al., 2017). Participation in the PAPs was found to significantly lower the incidences of severe misconduct, aggressive misconduct, and complaints reported by the inmates, and, while number of given punishments was lower for inmates in PAPs, it was not significant (van Wormer et al., 2017). This study highlights the overall improvement of inmate behavior while incarcerated when participating in a PAP (van Wormer et al., 2017).

Overall, PAPs among the adult prison inmate population have been observed to have potential to be a beneficial practice on both individual and community levels, and further developments in research are vital to continue to evaluate the quality of PAPs. In addition to the adult prison inmate population, the implementation of PAPs have been applied and examined in the juvenile inmate population.

Juvenile Detention Centers

Upon entering into the juvenile criminal justice system, youth typically have extensive histories of trauma including exposure to violence, experiences of personal abuse, and neglect from caregivers. When unresolved, this trauma makes them more susceptible to criminal behavior (Baer & Maschi, 2003; Cauffman, Feldman, Waterman, & Steiner, 1998; Jenson, Potter, & Howard, 2001). Trauma leads to delinquency through physical means (e.g., survival through running away), psychological means (e.g., substance self-medication or approval-seeking through gang participation), or learned responses (e.g., violence as a means of conflict resolution) (Cocozza & Skowrya, 2000). Research shows that harsh punishment does not lead to rehabilitation for this population, but rather skill-building in self-regulation, empathy, and social domains proves successful (Martin, Martin, Dell, Davis, & Guerrieri, 2008; Mullis, Cornille, Mullis, & Huber, 2004; Parker, Morton, Lingeleft, & Johnson, 2005; Piquero & Steinberg, 2007). Rehabilitative programs are now being implemented in juvenile detention centers to foster this skill-building, which has recently included the use of AAI. Similar to the research on adult inmates, juvenile PAP research started off anecdotal and has increasingly become more rigorous.

Juvenile PAP Research

An Oregon juvenile correctional facility houses Project Pooch: a vocational and community service PAP that couples at-risk shelter dogs with male youth offenders with the goal

of having the dogs adopted and improving the prosocial skills of juvenile inmates (Davis, 2007). Juvenile inmates are accountable for grooming, training, and preparing the dogs for adoption after undergoing training in animal health and behavior via on-site kennel staff (Davis, 2007). Of the 100 participants in Project Pooch that were assessed between 1993 and 1999, 100% did not get arrested for a subsequent offense (Merriam-Arduini, 2000). Davis (2007) conducted a qualitative study involving a 31-open-ended-question interview with 14 juvenile inmates (57% white, 14% Native American, 14% Latino, 7% African American, 7% multiracial) in Project Pooch for the purpose of understanding their experiences. The themes that emerged from Davis' (2007) study include an increase in patience, improved communication and social skills, and an ability to form an emotional bond with their dog. Research conducted on Project Pooch demonstrates the ability of a PAP to have a beneficial influence on the lives of juvenile inmates.

Cornell Companions is a visitation PAP that allows female juvenile inmates at a detention center in New York to have an unstructured visit with dogs, cats, rabbits, and a llama (involving petting, talking to, playing with, and giving commands to the animals) for one hour once per week (Conniff, Scarlett, Goodman, & Appel, 2005). Conniff and colleagues (2005) randomly assigned 13 juvenile inmates (46% white, 46% African American, 8% other) to either an AAI experimental group or standardized treatment control group for a duration of eight weeks, and had participants complete pre- and post-tests consisting of the Youth Self-Report measuring emotional responses, the staff-report Resident Behavior Assessment measuring behavioral responses, and a qualitative survey measuring attitudes about the Cornell Companions program. There were no statistically significant differences found between the control and experimental groups; however, qualitative results indicated that participants found the AAI program to be pleasant and successful (Conniff et al., 2005). Although there were no emotional

or behavioral changes measured, this mixed methods research shows the potential for the motivation to engage in AAI treatment and the need for appropriate quantitative measures with a large enough sample size to generate statistical power while investigating the effects of PAPs (Conniff et al., 2005).

Project Second Chance is a PAP with a combined vocational and community service model in New Mexico that pairs shelter dogs that are at-risk for euthanization with male juvenile inmates at a state institution for youth offenders (Harbolt & Ward, 2001). The program design includes kennels for five shelter dogs at which the juvenile offenders can visit up to three times per day for three weeks (Harbolt & Ward, 2001). During the three weeks, the juvenile offenders are tasked with taking basic obedience training (e.g., sit, stay) and grooming courses from professionals and implementing what was learned on the shelter dogs for two hours each day, along with socializing the dogs (Harbolt & Ward, 2001). Additional responsibilities include cleaning the dog kennels, walking the dogs three times daily, and providing care if the dog becomes unwell (Harbolt & Ward, 2001). Researchers Harbolt and Ward (2001) noted the reciprocity involved in Project Second Chance's programing: the shelter dogs are given a second chance to avoid euthanasia by being exposed to elements that would make them more adoptable while the juvenile offenders are given a second chance at learning ways to modify delinquent behaviors. Harbolt and Ward (2001) stated that the impact of the program was evaluated by having the juvenile inmates write letters about their dogs to potential adopters. The content of the letters included empathetic associations between the dogs' experience in the shelter and their own incarceration; they were able to hypothesize the root cause of the dogs' problematic behaviors as being a search for love and attention, they made connections regarding environment and acquired behaviors, and they understood the need for kindness and patience when interacting

with others (Harbolt & Ward, 2001). These anecdotal findings show the possibilities for the rehabilitation of juvenile offenders through PAPs.

Lifetime Bonds is a vocational and community service PAP for male youth, primarily African American and Latino, in the juvenile justice system in Illinois that meets once a week for 90 minutes throughout 12 weeks while the youth are incarcerated (Bathurst & Lunghofer, 2016). This is considered Phase I of the program, and it entails the acquisition of positive dog training skills, interpersonal relationship development, and appropriate emotional regulation through education from Lifetime Bonds facilitators, dog handlers, and other guest lecturers including a canine masseuse (Bathurst & Lunghofer, 2016). What is unique about the Lifetime Bonds program is Phase II, which occurs after the juvenile is released from custody (Bathurst & Lunghofer, 2016). After completing Phase I, the former juvenile inmates in Phase II are provided with a 6-month paid internship working with dog survivors of animal cruelty under the supervision of a mentor in an effort to connect the former juvenile inmates with their community and further develop vocational skills and connections, plus an option to continue on to a more advanced internship placement after a successful first three months in Phase II (Bathurst & Lunghofer, 2016). Bathurst and Lunghofer (2016) report that only 10% of those that completed Phase I follow up with Phase II upon release. The juvenile inmates that completed Phase I had a recidivism rate of less than 20% as compared to a 50% recidivism rate in the general population of the facility (Bathurst & Lunghofer, 2016). Bathurst and Lunghofer (2016) emphasized that various staff members of the youth detention center and Lifetime Bonds reported a noticeable change in levels of compassion and willingness to be vulnerable in the participants of the program. Through anecdotes and record data, Lifetime Bonds demonstrates promising impacts on recidivism rates and potential for community engagement through PAPs.

Teacher's Pet is a community service PAP that couples both male and female juveniles incarcerated at a facility in Michigan with dogs from local animal shelters and runs 10-week sessions with meetings for two hours twice a week (Johnson & Bruneau, 2016). The first hour of the meeting is psychoeducational material on dog behavior and animal welfare, and the second hour is spent working directly with the dog (Johnson & Bruneau, 2016). According to Teacher's Pet's mission statement, both the dogs and the youth benefit with this structure—the adolescents are postulated to show improvement in the areas of empathy, patience, impulse control, perseverance, and hope while the shelter dogs receive reward-based positive training that makes them more desirable for adoption (Teacher's Pet, n.d.; Johnson & Bruneau, 2016). A sample of 138 incarcerated juvenile participants (70% male, 30% female; 46% white, 44% African American, 10% other) of Teacher's Pet was quantitatively examined with regard to empathy and internalization of symptoms via a randomized control study (Seivert et al., 2016). Both the experimental group and the control group attended the one hour of informational background on canine behavior; the experimental group proceeded to the second hour of dog training while the control group walked several dogs for that hour (Seivert et al., 2016). Seiver and colleagues (2016) had participants complete the self-report Interpersonal Reactivity Index and the self- and staff-report Achenbach System of Empirically Based Assessment in a pre- and post-test design to assess for level of empathy and internalizing behaviors. Results showed an increase in empathy for both groups, leading researchers to assert that time spent with an animal or learning about animals in a classroom setting could be enough to increase empathy levels in juvenile inmates (Seivert et al., 2016). Internalization of behaviors (e.g., depression) also increased in both groups, which may be attributed to the loss of the emotional bond with the dog after the program ended or being exposed to information about animal cruelty during the classroom component

(Seivert et al., 2016). When a close bond is established between beings, its power lends itself to the development of desirable qualities and behaviors but can also elicit difficult emotions when severed or threatened. This study highlights this risk, which means that participants of PAPs may require an additional element of debriefing or preparation for the end of participation in a PAP. Seiver and colleagues (2016) stated that this empirical evidence substantiates Teacher's Pet's mission statement and shows promise for the use of PAPs for juvenile offender rehabilitation.

Just as with adult prison inmates, juvenile inmates are perceived to benefit in a multitude of ways from participation in PAPs. As research has grown more sophisticated, advantages of and considerations for PAPs are emerging, contributing to the development and refinement of such programs.

Jail Programs

There are currently no reports of any documented AAI programs in jails or research being conducted on the use of AAI in jails. Information for the present study was sought by searching the following databases: PsycARTICLES, PsycINFO, ERIC (ProQuest), Medline, Scopus, Dissertations and Theses Global (ProQuest), Social Sciences Abstracts, Sociological Abstracts, Social Work Abstracts, Social Services Abstracts, Criminal Justice Database, and HABRI Central. The following AAI-related search terms were entered into each database: animal intervention, animal therapy, animal assisted, canine therapy, canine assisted, companion animal, dog assisted, equine therapy, equine assisted, human animal bond, human animal interaction, pet therapy, pet assisted, therapy animal, therapy dog, therapy horse. They were used in combination with the following jail-related search terms: correctional facility, correctional institution, detention center, incarceration, inmate, jail. No relevant results were procured. However, when performing a general search from Google, there are many informal local news reports that tell a

narrative about the benefits of jail-based AAI programing in states across the country. This indicates that animals are present in jails, and research studies may either be nonexistent or currently collecting and analyzing data pre-publication. As of this moment, the experience of AAI in jails is unknown, which highlights the need for a focus on AAI in the crisis-like setting of jails.

Summary of Reviewed Literature

This review of the literature has revealed several areas of importance with regard to AAI. When looking at the impacts of AAI on physiological, psychological, and social domains, preliminary research shows great potential benefit to individuals that participate in AAI. This is true for adults and adolescents in that both are incarcerated in long-term facilities and have the opportunity to participate in PAPS. This population seems to specifically experience improvements in recidivism, behavioral conduct, and emotional regulation as a result of PAPS.

A theme within the literature is a call for more research on AAI. Although more literature is accumulating with regard to AAI, there is still little known about the effects of AAI. The research from the past three decades has set the foundation for the justification of using AAI as a treatment intervention, which still needs building upon. Just as with many other AAI, the majority of the research of AAI in correctional institutions are anecdotal and preliminary. While there appears to be a call for more intensive quantitative research, qualitative research remains an appropriate methodology for the exploration of AAI, as it gives the researcher insight into the lived reality of inmates (Turner, 2007).

Following an extensive review of the literature, it is apparent that there are no studies on the use of AAI with jail inmates. Despite the ethical obligations to serve clients as counselors, there is very little information pertaining to methods in which counselors are to effectively treat

jail inmates as compared to prison or juvenile inmates. There is a demand for an examination of the ability of AAs to meet the needs of jail inmates in crisis. This will better serve jail inmates who have experienced a crisis and inform counselors and counselor educators about potential effective crisis counseling interventions available for this population.

CHAPTER III

METHODOLOGY

This chapter of the dissertation provides a description of the qualitative case study research that was conducted in this study. In this case, inmates, correctional staff, and animal-assisted crisis response (AACR) handlers at an Oregon county jail that employs AACR were observed and interviewed. The topic of AACR for these particular individuals warrants further understanding and has professional implications for the counseling field. There is a dearth of research regarding AACR and the use of animal-assisted interventions (AAI) with jail inmates; therefore, a qualitative exploration of AACR with jail inmates is needed to identify specific variables to guide future research (Creswell & Poth, 2018). The aim of this study was to provide further evidence to the existing anecdotal reports of AACR and to address the gap in the crisis counseling literature regarding jail inmates.

Research Questions

The research questions and sub questions that guided this study are:

- 1) What are the experiences of jail inmates, correctional staff, and AACR handlers participating in AACR?
 - a. How do jail inmates describe their experience with the crisis dogs?
 - b. What are the jail staff's perceptions of AACR?
 - c. What are the AACR handler's perceptions of AACR with jail inmates?
- 2) What observations does the researcher have regarding AACR in a jail setting?
 - a. In what ways do the jail inmates interact with the crisis dogs?

Study Design

Qualitative methodology was used for this study for the purpose of gaining richer insight into the experience of AACR by jail inmates, jail staff, and AACR handlers. Qualitative methodology involves interpretation, and the observations and interviews conducted in this study provided information that was deciphered in a way that is appropriate in its social context (Vasilachis de Gialdino, 2011). Qualitative research was suitable for this study due to the lack of research in AACR, as more detailed information is needed in this developing field and quantitative research cannot be conducted without first identifying variables (Yilmaz, 2013). Qualitative research relies on the subjective experiences of the researcher and the research participants to uncover the meaning behind what is being studied through inductive reasoning, flexibility, integration, and evolving information (Choudhuri, Glauser, & Peregoy, 2004; Yilmaz, 2013). Engaging with a small number of individuals that are experiencing or have experienced the phenomenon being studied allows qualitative researchers to reveal themes and patterns that deepen overall awareness and understanding (Creswell & Poth, 2018).

The qualitative research design that was conducted to examine the use of AACR for jail inmates was single case study. Single case study research focuses in on a particular network that operates within the same location and moment in time and aims to enter into and examine the experience of the participants as it would naturally occur (Merriam, 1998; Stake, 2005). A case study approach allows the researcher to understand multiple layers of perspectives from different individuals that experience the same phenomenon in order to bring clarity to a complex process through commonality (Yin, 2005).

This qualitative research design was a single case study that examined a county jail that collaborates with an AACR team to address the needs of jail inmates. This case study sought to

understand the opinions and experiences of jail inmates, correctional staff, and AACR handlers in order to examine the use of AACR with jail inmates from multiple perspectives, including researcher observation as documented through field notes.

Theoretical Framework for Study

The treatment intervention of AACR with jail inmates is looked at through the lens of attachment theory (Ainsworth & Bell, 1970; Bowlby, 1984). Attachment theory is the underpinning of AAI (Geist, 2011; Zilcha-Mano, Mikulincer, & Shaver, 2011). Bowlby (1984) suggested that relationships of infant attachment form the working models of self and other. The working models that are established from infant attachments to their primary caregivers, most frequently the mother, become a guide for the development of personality, affect regulation, and memory, which shapes interpersonal relationships later in life (Bradley et al., 2011; Bowlby, 1984; Dykas & Cassidy, 2011). If the bond is never established or is cut short of fully developing then the consequences could prevent the infant's emotional development from reaching its peak (Ainsworth & Bell, 1970). This unstable attachment with a caregiver can be the result of abuse, neglect, or other trauma early on in the lifespan (Hoeve et al., 2012). This insecure attachment can be related to delinquent behaviors, the underdevelopment of empathy, and entering into toxic relationships, propelling individuals into the criminal justice system (Hoeve et al., 2012).

For individuals who do not have a secure attachment and may be distrusting of other people, incorporating animals into therapy practice allows for a safer opportunity to begin the process of attachment to another being, which can later be strengthened and developed to include humans (Berget & Braastad, 2008; Brown & Katcher, 2001; Parish-Plass, 2008). Individuals participating in AAI have the opportunity to display warmth and care to the therapy animal and have it be reciprocated, allowing for a secure bond to be established and thrive (Melson & Fine,

2010). Reichert (1998) acknowledged that an animal can function as a transitional object to strengthen the therapeutic relationship. This is especially true for vulnerable populations that find it difficult to connect with others or express themselves like inmates (Reichert, 1998).

Many jail inmates have endured traumatic events that severed their ability to form healthy bonds to others, as understood through attachment theory. To be empathetic, an individual must first feel bonded and reciprocally connected to another being, and animals are able to serve as the being to which an individual feels bonded (Levinson, 1969). Animals provide a judgement-free space for a secure bond to develop (Zilcha-Mano, Mikulincer & Shaver, 2011). The bond that is formed between an individual and an animal can serve as a transitional object for human relationships (Kruger & Serpell, 2010). Once a jail inmate can view human relationships as positive, empathy has space to develop. Additionally, there is an association between time spent working with animals and the expression of empathy (Daly & Morton, 2006). Empathy, as specifically developed from an AAI program, has the ability to improve the future outlook for incarcerated individuals (Seivert et al., 2016). The ability to form an empathetic bond with another being instills the feeling of hope in an individual (Walsh & Russell, 2010). Once an incarcerated individual feels hopeful about their life, their motivation for treatment increases (Walsh & Russell, 2010).

Conceptual Framework for Study

This study adopted a constructivist paradigm, which indicates that there is not a singular universal truth to be discovered, but rather that every individual possesses their own version of truth which develops fluidly over time as influenced by personal, social, and cultural contexts (Denzin & Lincoln, 2005). This means that reality is constantly being reshaped by a unison of multiple truths. When engaging in the research process, the researcher and the participants are all

co-creating the meaning and interpretations of the phenomenon being explored. This necessitates the researcher to reflect upon the personal history of experiences they are bringing to the phenomenon under examination and provide a statement of positionality to acknowledge their personal bias. The researcher respects the participants as being experts of their own reality and truth, while simultaneously being cognizant that observing and interviewing participants has the potential to shape the reality of the participant and, in turn, the data collected (Raskin, 2001). Therefore, knowledge in a constructivist paradigm is the interpretation of realities that have been co-constructed through communication and interaction (Guba & Lincoln, 2005).

Population, Sample, and Participants

Population and Sampling

The population for this study was all jails that utilize AAI programming for crisis intervention with jail inmates. In the US, there are currently three known jails that utilize AAI programming with jail inmates: Pima County Jail in Arizona, Brown County Jail in Wisconsin, and Washington County Jail in Oregon. Purposeful sampling was employed to garner a case for this study, which means that the sample is explicitly selected as the best representation of the experience under investigation (Creswell & Poth, 2018). It is important to note that with case study research, the goal of sampling is not to identify a case that will provide insight into how all cases function; rather, the purpose of sampling in case study research is to find a sample that will allow for a deep, comprehensive understanding of what is being studied (Stake, 2005).

To be eligible to be the sample case studied from the population, the first inclusionary criterion for the sample was being a city or county jail. The second inclusionary criterion was the collaboration between the city or county jail and an AACR organization. This means that the volunteer handler(s) and the crisis dog(s) are specifically educated and experienced in both AAT

and AACR through official certification per training requirements of AACR organizations that follow the formal standards of practice for AACR to ensure ethical and informed AACR services (National Standards Committee for AACR, 2010). Of the known population of jails that utilize AAI programming, only one met all of the above requirements: Washington County Jail (WCJ). This study was compliant with Oregon laws relevant to research and jail inmates.

Sample

WCJ developed an AACR program titled the “Canine Crisis Response Program” (CCRP). The CCRP pairs jail inmates with volunteer AACR handlers that are certified through the AACR organization Cascade Canine Crisis Response (CCCR). This program operates for two hours on a weekly basis. The sample for this study is the inmates, correctional staff, and AACR handlers that participate in the CCRP at WCJ. The CCRP is open to all inmates at the jail and has the potential to be staffed by any of the jail’s employees. The total possible number of participants interviewed was up to 766, as this is the total possible capacity for the sample of jail inmates (572 total beds in WCJ), correctional officers (190 total WCJ employees), and AACR handlers at WCJ (up to 4 volunteers). Creswell and Poth (2018) suggest that saturation of data, or the point at which further observation or interviewing no longer produces original information, is accomplished after involving as many participants as possible. To truly understand the meaning of the phenomenon of AACR with jail inmates, interviewing several participants accounts for multiple perspectives and provides a richer appreciation of their experience (Polkinghorne, 2005). This study focused on using interviews and researcher observation; therefore, the researcher interviewed and observed as much as possible within the timeframe available to collect data in order to best answer the guiding research question of this study. Interviews were

conducted with 3 AACR handlers, 5 correctional officers, and 15 jail inmates at WCJ for a total of 23 participants.

Site. Washington County, Oregon has a total population of 588,957 (66% white, 17% Latino or Latina, 10% Asian, 4% multiracial, 2% African American, 1% Native American). In 2016, there were 287 violent crimes recorded (e.g., assault or rape) and 1,921 property crimes (e.g., burglary or theft) (US Census Bureau, 2016; Federal Bureau of Investigation, 2017). WCJ is one of Oregon's largest jails and has the capacity for 572 inmates (Washington County Sheriff Department [WCSD], n.d.). WCJ consists of nine housing pods: one for females, one for males with special needs (with regard to mental health status, age, charges, etc.), and seven for general population males.

Participants

Participants included male and female adults 18 years of age and older who were present in WCJ for the CCCR team's visit as a part of the CCRP. This included jail inmates, correctional staff, and AACR handlers. Participants may have been from any race, ethnicity, cultural background, religion, sex, or gender. Males and females are housed separately at WCJ, but all genders were able to participate in the CCRP. It was required that participants speak English.

Access. I have experience working with jail inmates in a counseling capacity as a Licensed Professional Counselor (LPC). Through this role, I have established rapport and trust with the gatekeepers of the intended sample and with the sample itself. I reached out to WCJ by calling the contact phone number listed on their website. After explaining who I was, my experience working with jail inmates, and my intent to do research, I was instructed to email one of WCJ's sergeants, who ultimately supported the prospect of performing case study research on the experience of AACR at WCJ with the condition I was able to pass a background check in

order to access WCJ. The sergeant connected me with the volunteer coordinator, and my background check was processed and approved on June 29, 2018, thus granting me access to conduct research at WCJ (see Appendix A). WCJ's CCRP is very unique and recognizable, and WCJ has consented to being identified in all forms of dissemination (see Appendix B).

Another way in which rapport was established was by asking for volunteers and obtaining participants' verbal or written permission to be studied. This allowed the participants to elect to partake in the study rather than being expected to be involved. This respects the individuals' rights as a participant. However, participants who volunteer may be different than those who do not (e.g., view the program more favorably), which is a limitation of asking for volunteers to participate in research.

Data Collection

To provide optimal depth into the case that is being studied, multiple points of data are recommended to collect enough data to reach saturation (Creswell & Poth, 2018). This case study collected data in the form of one-on-one semi-structured interviews and direct researcher observation. Table 1 depicts how each data collection method investigated each research sub question. This methodological triangulation of data helped to ensure that multiple viewpoints and voices were represented in order to establish increased assuredness in the interpretations of the data (Stake, 2005). In addition, data source triangulation, or multiple points of data collection, was involved through two separate AACR visits at WCJ being observed, which provides greater verification of data collected through a more accurate representation of the case that is being studied (Stake, 2005).

Table 1

Data Collection Method Used to Investigate Research Sub Questions

Research Sub Question	Data Collection Method
How do jail inmates describe their experience with the crisis dogs?	Interviews
What are the jail staff's perceptions of AACR?	Interviews
What are the AACR handler's perceptions of AACR with jail inmates?	Interviews
What observations does the researcher have regarding AACR in a jail setting?	Field observation, interviews

Institutional Review Board

According to Creswell and Poth (2018), Institutional Review Boards (IRB) serve the purpose of maintaining ethical practices in research in regard to respecting individuals, considering their welfare, and treating them fairly and equally. I gained permission from Western Michigan University's (WMU) Human Subjects IRB before collecting data for this study (see Appendix C). This process allowed me to address any ethical issues that were evident or projected in this study.

Informed Consent

Before any data collection took place via field observation, all inmates at WCJ were read a script asking for their voluntary verbal consent to be observed and have the observations

recorded in my field notes (see Appendix D). WCJ has the capacity for 572 inmates, all of whom are eligible to participate in the CCRP, which limited the feasibility of administering individual informed consent forms and obtaining signatures from all consenting inmates. The verbal consent script made inmates aware of the research and gave them the opportunity to opt out of participation or ask me any questions about participation. This verbal consent was obtained in the presence of two AACR handlers and the volunteer coordinator as witnesses, which is an additional protection against coercion for this vulnerable population. At the time of verbal consent, inmates were also told that I would be conducting interviews as a separate part of the study and to approach me or tell an officer immediately following the CCRP visit to express their desire to schedule an interview. Inmates who did not verbally consent to observational participation in the study were not included in my field observation notes or in any other notes for the present study. For this study, no inmates opposed to being included in the study.

Before any data collection took place via interview, all participants (jail inmates, correctional officers, and AACR handlers) were asked to review (either by reading it themselves or having it read to them by an impartial witness depending on literacy ability). If they agreed to voluntarily participate in the study, they were asked to sign an informed consent form (see Appendices E-G), which gave them knowledge and agency during the research process. This process took place in the lawyer interview room for jail inmates, the jail office or over email for correctional officers, and over email for AACR handlers. This was especially important for the vulnerable population of jail inmates, who have historically been mistreated in research studies. The purpose of the informed consent form was to educate the participants on the reason for the study and the type of participants to be included in the study. Also included in the informed consent form were the potential risks and benefits of participation in the study and the right of

the participant to withdraw from the study at any time without consequence. Confidentiality was outlined in the informed consent form and contained details on the use of self-selected pseudonyms to ensure the participants were not able to be identified throughout the course of the study or in the dissemination of the study results. However, the majority of participants elected to keep their legal name as their participant name. To protect confidentiality, I recorded interviews under a descriptor of the participant (e.g., inmate, officer, or handler) and a number instead of the participant-selected pseudonyms. Additionally, the consent form assured that information regarding inmates' participation would not be shared with the court or with the correctional staff. Jail protocol designates that jail inmates be released to go to the lawyer interview room by an officer, but officers were not present and did not have access to the dialogue in the room. Correctional officers did not know which inmates asked questions about the study, reviewed the informed consent document and elected to not participate in the study, or completed an interview. Therefore, the only individuals with knowledge of participation in the study were myself and the participant. This ensured no information about participation in this study could be provided to the courts. The way in which data collected for the study would be stored securely for three years on a password-protected flash drive in a locked file cabinet in the Department of Counselor Education and Counseling Psychology (CECP) at WMU was delineated in the informed consent form. The contact information of the researcher was provided on the informed consent form for the purpose of addressing any questions or concerns of the participants should they come up throughout the research process. Once each participant was able to review the entirety of the informed consent form and address any potential questions, they were instructed to physically sign and date the document in order to give informed consent to participate in the study.

Field Observation

Researcher observation is a technique used within qualitative case study design when it attends to a research purpose, is intentionally planned, is thoroughly recorded, and is vetted through a means of confirmability (Selltiz & Kidder, 1981). Observation exposes the researcher to a deeper and more complex understanding of the case being studied (Stake, 2005). While in the midst of a field observation, the researcher is tasked with solely recording the experience at face value in a factual manner; interpretations of potential meaningful interactions or experiences emerge from reviewing field observation notes after the field observation takes place (Stake, 2005). This case study relied on field observation notes as a means of data collection to enrich and contextualize the experience of AACR services at WCJ.

I entered into WCJ on a Tuesday evening when the CCRP takes place. Upon first entering into each jail housing pod for the visit, the correctional officer got the inmates' attention for the purpose of allowing me to read my informational script about informed consent (see Appendix D). Then, I began the field observation procedures by shadowing the AACR handlers as they conducted their typical routine for AACR visits. I recorded my field observations without interpretations (see Appendix H; adapted from Merriam, 1998). If an inmate declined to participate, their observational data was not recorded or included in the study. The research procedures began as soon as the AACR handlers walked into WCJ with the crisis dogs and ended once they exited WCJ into the jail lobby. This took place on two subsequent Tuesdays: November 13, 2018 and November 20, 2018.

Interviews

Data was also collected in the form of semi-structured interviews that did not exceed 45 minutes in length. The interviews were conducted with as many participants in the sample as

possible to reach saturation of information, which was 3 AACR handlers, 5 correctional officers, and 15 jail inmates. According to Creswell and Poth (2018), interviews are a way to get a detailed account of a phenomenon that has been experienced by a small number of individuals. Therefore, interviews were an appropriate form of data collection in order to examine the experience of AACR with WCJ inmates.

Inmates who participated in the CCRP visits were informed that they could self-select to be interviewed after participation in the CCRP visit. First, inmates were instructed to approach me or a correctional officer following the CCRP visit to schedule an interview. Once each CCRP visit concluded, I remained in a communal, accessible area for the purpose of allowing inmates to approach me. Then, those inmates had their names recorded on a list. Once I had a list of inmates who wanted to be interviewed or meet with me to ask questions about being interviewed, I provided the list to jail command for the purpose of having the inmates pulled out of their cells to meet with me in WCJ's lawyer interview room. Next, jail command provide me with days and times for professional interviews that best accommodated the jail's schedule. Finally, jail inmates met with me in the lawyer interview room at their designated day and time. This room was private and only consisted of myself and the inmate to ensure confidentiality. For 9 of the 15 jail inmate interviews, both the interviewee and I were in the private lawyer interview room together due to the ability of a Washington County Sheriff's Office employee to escort me into the jail. For the other six jail inmate interviews, this escort was not available. As a result, the interviews were conducted in a private lawyer interview room that separates professional visitors such as myself from the inmate through a large glass wall. The interview was not affected by the glass; however, the integrity of the audio recording was compromised by the glass wall. Thus, 6 of the

15 jail inmate interviews were unable to be transcribed verbatim. This highlights a limitation of data collection within correctional facilities.

I also approached the officers who were present during the visit to inquire if they would be willing to engage in an interview with me about their perception of AACR program with WCJ inmates. Correctional officers were recruited based on their experience with the CCRP visits; as such, there was also a mass email that was sent out internally to all correctional staff to ask officers that were not present at the CCRP visit if they had experience with other CCRP visits and would like to be interviewed on their experience. Correctional officers who elected to be interviewed were given the option to schedule an interview while they were at work in a private area or via Skype or phone call. Virtual face-to-face interviews via Skype help to observe any non-verbal cues that may be communicated during interviews (Janghorban, Roudsari, & Taghipour, 2014). Once the day, time, and location were determined by the officer, they were provided with a physical copy of the informed consent form to sign or an electronic copy of the informed consent form to print, sign, and scan back to me prior to their interview. All officers that elected to be interviewed virtually opted to do so with a phone call.

After the AACR visits were finished for the evening, I asked the volunteer AACR handlers if they would be willing to schedule an interview with me via the video chatting software Skype or phone call. These methods were preferred due to the handlers having their crisis dogs with them during the visit at WCJ, and this could have posed as a distraction or compromise the welfare of the animal. Participants that had access to the internet were asked if using Skype for a virtual interview was an option for them. For all handler interviews, a phone call served as the means to conduct the interview. The handler participants were emailed an

electronic copy of the informed consent form to print, sign, and scan back to me. We then virtually met via phone call at the predetermined day and time to conduct the interview.

All participants who elected to be interviewed were asked to review and sign the informed consent form. Any jail inmates, correctional officers, or AACR handlers that were present at both visits were not interviewed a second time. After the informed consent form was completed, I turned on the audio recorder device before I began the interview protocol. The participants were guided through a semi-structured interview. The interview included open-ended questions that reflected the proposed research questions, and there was a different protocol for jail inmates, correctional staff, and AACR handlers (see appendices I-K for interview protocols). The questions in the interview were designed to allow for a comprehensive examination of the topic being studied. To the best of the researcher's ability, the interview was conducted in a space within WCJ that was private and free from distractions. Those participating in a phone interview were encouraged to be in a space that was private and free from distractions during the interview, and I was in a private room in my lodging during phone interviews. The interviews were audio recorded with an audio recorder for the intent of transcribing.

I concluded every interview with jail inmates by checking in with the participant about how they were feeling in order to determine if they needed to be referred to the mental health department in the event that any interviews were triggering or upsetting to the inmates and they needed to be evaluated after their interview. If an inmate were to have become emotionally distressed during the interview, I was prepared to immediately terminate the interview so the inmate could be escorted by an officer to be evaluated by the mental health staff. This evaluation would have allowed the inmate to process their heightened emotions and help the mental health

staff to determine whether the inmate is at-risk for suicide; however, this did not happen during the study.

Reflexivity and Trustworthiness in Data Collection

In qualitative research, the researcher is the instrument that collects and interprets data (Creswell & Poth, 2018). The researcher's experiences and beliefs have the potential to shape the findings of the study, which means that it is vital for the researcher of a qualitative study to be self-reflective throughout the entirety of the study and disclose any biases that may alter the interpretations of the collected data (Creswell & Poth, 2018). It is impossible to be fully removed of all subjectivity, and, when mediated, the researcher's perspectives can offer meaningful insight into the manner in which data is understood (Rossman & Rallis, 2003). Thus, my experiences and beliefs as the researcher were important to acknowledge prior to the implementation of the study of AACR with jail inmates.

I am a white female in my late 20s living in the Midwest. I am an LPC that has worked with jail inmates for over two years, and I have a research and clinical interest in AAI. I am a registered therapy dog team through Therapy Dogs International with my therapy dog, Noodles, and we have worked together in lockdown psychiatric facilities and partial hospitalization programs since 2016. While Noodles and I have not worked in an AAI capacity with jail inmates, I believe that AAI is a beneficial treatment option for jail inmates. I have personally experienced the reticence that this population has toward engaging in mental health treatment in spite of the fact that counseling is vital for inmates to process the trauma of incarceration. Working within the confines of a jail is salient for me, and I understand some of the institutional challenges that may be present when considering the implementation of AACR as a treatment intervention, including the bureaucracy under which a lockdown facility falls.

Based on my own experience and opinions, I may have bias or preconceived notions about the implementation of AACR with jail inmates. The observations, interpretations of the interviews, findings, and conclusions may be shaped by my positive association between AAI and treatment for jail inmates. Acknowledging and suspending my subjectivity through bracketing assists in maintaining as much objectivity as possible during data collection while also augmenting the credibility of the present research study (Creswell & Poth, 2018). Member checks and peer debriefing were utilized in this study to address the presence of my bias and to establish confirmability with other researchers in which this particular personal bias is not present (Marshall & Rossman, 2011; Toma, 2011).

First, member checks were commissioned to ensure credibility. Member checks involve summarizing the content of the interview to the participant to confirm accuracy (Mertens, 2015). This tactic was used in this study by reviewing the responses that participants gave in interviews through paraphrasing and inviting them to affirm the authenticity of their responses in the interview by correcting any inaccuracies (Janesick, 2016). For participants that are not jail inmates, an option of being emailed an interview transcript for further review was provided. No participants elected to review their interviews in this manner.

A second way to ascertain credibility is through peer debriefing. Peer debriefing is entrusting a peer with the information consequent from the interviews and inspecting if the same conclusion is derived (Lincoln & Guba, 1985). I utilized this strategy of trustworthiness in this study. Once interviews were transcribed, I had two professional colleagues with formal qualitative research education and my dissertation chair review the transcriptions and offer widened perspectives of the data. This process gave me the ability to recognize if any potential

bias of mine was included in my interpretation of the data, which allowed me to appropriately discuss alternative ways to view particular parts of the data.

Storing Data

To minimize security risk during transport, informed consent forms were scanned to a computer at the Washington County Sheriff's Office. The electronic copies of the informed consent forms were stored on a password-protected, encrypted flash drive. The original informed consent forms are being stored at WCJ in a portfolio with a locked zipper in a locked administrative office. During transport at the jail and during travel, the flash drive was locked in my carry-on suitcase. Scanned informed consent forms collected from participants and data in the form of field observation notes, transcribed interviews, and memos are stored in an encrypted file on a personal flash drive that is password protected. After the interviews were transcribed, the audio recordings were deleted from the audio recording device. All participants' names and identifiers remained anonymous, and all interview responses were coded under numbers rather than names. Only myself and my dissertation committee chair had access to the data. After the study ended, the data was placed on a different password-protected, encrypted flash drive separate from the informed consents forms. Both are being stored in a locked file cabinet behind a locked door in the CECP Department at WMU for at least three years after the close of the study. After the 3-year period, all information, including the information being stored at WCJ, will be destroyed.

Data Analysis

There is not one universal way to analyze the data collected in a qualitative study. Since field observations and interviews were conducted in this study, utilizing thick descriptions helped to facilitate the phenomenon and experience of the participants being processed by the

reader. In addition, coding and keeping memos are two ways in which the information collected can surpass description into analysis. These were performed after the field observations had taken place and interviews had been completed and recorded with an audio recorder. All recorded interviews were fully transcribed with the exception of the six inmate interviews that were recorded through a glass wall, which were transcribed based on what was audible. Every interview was summarized narratively and reviewed.

A thematic content analysis was conducted to find common patterns across the interviews. In the analysis of the data collected in the form of interviews, Miles and Huberman (1994) state that coding is the first step. Coding is the process of labeling parts of the data in order to summarize data, categorize themes, and pinpoint patterns (Creswell & Poth, 2018). Miles and Huberman (1994) delineate two types of codes: descriptive and pattern codes. Descriptive codes were identified first by examining the data and using codes to encapsulate the content. Next, pattern codes were established by reviewing the descriptive codes and creating a more conceptual, meaningful view of the data. These pattern codes represented the themes and subthemes of the data across interviews. These themes captured the overall message from the collective data.

Trustworthiness in Data Analysis

I once again used peer debriefing with the data analysis of the study. Once the data was collected and transcribed, two professional colleagues with formal qualitative research education reviewed the transcripts and surmised their own pattern codes and themes. Any codes that did not overlap between us were discussed until we were able to agree upon appropriate codes based on the content of the interviews. This ensured that the codes and themes that arose from the data during analysis were consistent in light of the biases I hold. The codes that emerged from those

meetings were then brought to my dissertation committee chair, who engaged in discussion regarding the ability of the codes to capture the essence of the data until we reached a final consensus.

I also actively engaged in keeping memos, which are written records that are made during the process of analyzing the data that reflect the thought process in that point in time (Creswell & Poth, 2018). The purpose of keeping memos is to build upon conceptualizations of the data to produce a more comprehensive and thoughtful final analysis. Throughout the process of collecting and coding data, I used memos to reflect on thoughts that emerged, record connections between different points of data or data and the real world, and document the reasoning behind analytical choices. Additionally, I included reflections on personal biases and subjectivity within the memos I wrote for the duration of the study.

Summary of Methodology

A qualitative case study research design was used to explore the research questions of this dissertation. Field observations and interviews were conducted to gather data, and thick description and thematic content analysis revealed the themes of the data collected from the experience of AACR with WCJ jail inmates. The verification tactics of reflexivity and bracketing, methodological and data source triangulation, thick description, member checks, and peer debriefing helped to build confidence in the validity of the results.

The results of this qualitative single case study will address a gap in the counseling literature with regard to jail inmates. Additionally, research on AACR is required to better understand how counselors can provide the best services to their clients who are experiencing a crisis. This research will also inform the curricula of counselor educators who train counselors to work with vulnerable populations and in crisis settings.

CHAPTER IV

FINDINGS

The purpose of this case study was to gain to better understanding of the experience of a jail that employs an animal-assisted crisis response (AACR) program through field observations of Washington County Jail's (WCJ) Canine Crisis Response Program (CCRP) and interviews with the jail inmates, correctional officers, and AACR handlers who have experience with the CCRP. This chapter provides a thick, rich description of field observations, explains the data coding process, and presents the themes and subthemes that emerged from a thematic analysis.

Field Observation

Field observations become analyzed data once they are recorded as notes (DeWalt, DeWalt, & Wayland, 1998). Documented field observations are presented in this chapter with thick, rich description for ensured verification of data and thorough representation of the phenomenon observed (Creswell & Poth, 2018; Merriam, 1998). I conducted field observations on two consecutive Tuesdays at WCJ. The first field observation took place on November 13, 2018 from 7:00pm to 9:00pm, and the second was conducted on November 20, 2018 from 7:00pm to 9:00pm. Before each CCRP visit began, I waited in the WCJ lobby for my jail escort, who was the volunteer coordinator, and the AACR handlers through CCCR to arrive. The volunteer coordinator is not usually present for the CCRP visits, but she was required to escort me when I was inside of WCJ. Once they arrived, the volunteer coordinator walked me through a door in the jail lobby that could only be opened with card access. The AACR handlers were on the other side of the door with their crisis dogs. For both field observations, there were two handlers and two crisis dogs who performed the CCRP visit for the evening. There was a different set of handlers and crisis dogs for each field observation. The handlers wore matching

gray polo shirts that had a patch with the Washington County Sheriff's Office (WCSO) on their left side. The crisis dogs were wearing gray vests with the WCSO insignia on them. I introduced myself to the handlers and explained the reason for the study. I allowed the crisis dogs to become familiar with me through interactions of their choosing (e.g., sniffing me). The dogs sat calmly next to their respective handlers. The two crisis dogs at my second field observation were playful with one another during this time before entering into the jail. In both instances the handlers asked if they could do anything to accommodate me. I emphasized that they should do nothing out of the ordinary due to my presence for the CCRP that evening, and that I would be taking notes throughout the CCRP visit. I answered any other logistical questions they had, and then followed them to a room that serves as an office to all volunteers for different jail programming. On the way to the office the handlers stopped at a desk to receive pagers. These pagers clip onto the waistband of pants and serve as an emergency alert to officers if the handlers are in any kind of danger. The jail staff mentioned how "cute" the dogs were, and one staff member came around the desk to kneel down and pet the dogs.

In the office the handlers consulted a binder with the schedule of CCRP visits. The CCRP rotates through the nine different jail pods, with two pods being selected for each CCRP visit. The handlers explained that they spend about 45 minutes in each pod per night. The handlers record the pods they visit each week in the binder in order to ensure that no one skips a pod. Once the handlers identified which pods they were going to each night, they contacted the officer that was stationed at that pod via inter-jail phone to determine if they were able to provide a CCRP visit that evening. Once the officer confirmed their ability to visit, the handlers mark it off in the binder for the handlers who will come in the following week. Then the handlers, crisis dogs, volunteer coordinator, and myself walked from the office to the door that separates the jail

administration offices from the jail itself. This door is a sally port: a series of two doors controlled by jail staff. The first door slides open and closes behind you once you step through, which encapsulates you into a small area. Once the first door fully closes, the second door slides open, which allows you entry to the jail. Through the sally port is a hallway that is a quarter mile long. Each pod is an offshoot from this hallway. Pods are stacked on top of each other two stories high and can be access through elevators down the hallway. Each individual pod has to be entered through a separate sally port.

Physical Setting

The physical setting of each pod visited was the same. After entering into the pod through a sally port, you come into a large, open room. In the center of the room is the desk for the correctional officer. WCJ employs direct supervision, which means that there is one officer that is co-mingling with all inmates in the pod without any physical separation between them. There was a line of white tape around the officer's desk, delineating the boundary which cannot be crossed by inmates. On the left side of the room are tables with four chairs around each table. To the back left is a row of telephone stations posted to the wall. All along the back and right sides of the room are two-story cells that are closed by a door with a glass window. In front of the cells in the far back are various lounge seating options with television sets secured to the walls. Just outside of the cells on the right side are long cafeteria tables, with a microwave and kitchen utensils stationed toward the front of the right side of the room. The back right corner of the pod houses a medical exam room and access to private lawyer rooms, some separated by glass to the professional visitor's section of the jail. When outside of their cells, jail inmates are free to occupy any space within the pod: play card games at the tables, watch TV on the lounge chairs, use the telephone, sit at the long cafeteria tables with other inmates, etc. Every pod at WCJ has

the capacity to accommodate up to 62 jail inmates. Each pod I visited during my field observations was occupied by 60-62 inmates.

Participants

The participants for each of the two CCRP visits included a total of up to 104 jail inmates, 2 AACR handlers, 2 crisis dogs, 2 correctional officers, the volunteer coordinator, and myself. My initial thought about meeting the AACR handler participants was how kind and welcoming they were. Every handlers' first reaction to meeting me was to ask how they could be helpful to me. I felt immediately accepted, even as an outsider to not only the program but the entire region of the country. Upon meeting the officer participants, I noticed they were focused on ensuring I was able to carry out the proper protocol. Once I introduced myself, officers asked how I planned to address the pod and how I would need to move about the pod. The impression they made was being helpful and efficient within the context of their job. My first reaction to meeting and seeing jail inmate participants was being struck by how happy they were to see the crisis dogs as evidenced by smiles and laughter.

CCRP Visits

The first CCRP visit took place in the special needs pod and in a general population pod for males. The special needs pod houses male inmates with mental health concerns, inmates that are minors, and inmates with charges that make them more likely to be a victim while incarcerated. The second CCRP visit took place in a general population pod for females and in a general population pod for males who are on work assignment within WCJ. All of the male pods (three out of four) visited had inmates out of their cells in the pod while we entered. For those pods, while we (two crisis dogs, two AACR handlers, volunteer coordinator, and myself) were waiting in the glass sally port to enter into each pod, there were about six inmates close to the

door that noticed the dogs and began smiling and forming a huddle facing us. Their eyes and bodies turned to follow us as we walked up to the correctional officer's desk. Other inmates in the pods began focusing on us as well. The officer got the pod's attention by talking loudly for them to listen to me speak. Inmates gathered around us at the officer's desk. I recited my script asking for their verbal consent to be observed and recorded in my notes (see Appendix D). For the one female pod that had inmates in their cells when we arrived, I noticed inmates with their faces pressed against the glass window on the doors of their cells when we entered into the pod. The correctional officer had me read my script into a microphone that plays through an intercom into each of the inmates' cells. He then pushed the button that unlocked their doors. After I read my script to the inmates in each pod, the CCRP visits began. The volunteer coordinator stayed at the desk with the correctional officers for each pod.

After the handlers finish the visits with the two pods of the night, they walk through the jail staff office of the booking area for a brief visit. The booking area is where inmates are housed when they are first arriving at WCJ or are about to be released from WCJ. They are housed at booking until they are classified into a pod, but until then they do not have access to a bed or shower. The handlers like to pass through this area because it is a particularly stressful part of the jail to be in due to many inmates yelling and banging on the doors, among other acting out behaviors, due to the frustration of their circumstances. Some of the jail staff ignored the dogs, but others ran straight toward the dogs and knelt down to pet and hug them. Following that quick interaction, the handlers return their pagers and conclude their time at WCJ.

Activities and interactions. Every pod that was observed followed the same pattern of activities and interactions while participating in the CCRP. Inmates that wanted contact with the crisis dogs formed a circle around each crisis dog and their handler. Inmates that were further

away from the dogs were observed to run toward the group of inmates circling the dogs. The inmates closest to the dogs knelt down and began interacting with the dog through physical touch and conversation, while also talking to other inmates and the AACR handlers. After they were able to interact with the dogs to their liking, they stepped back and allowed other inmates to have access to the dogs and handlers. Inmates were observed to wait respectfully for a turn with the dogs. Once the initial crowd of inmates had an opportunity to interact, the handlers separated to opposite sides of the pod to begin circulating throughout the rest of the pod. The handlers approached inmates sitting at tables or on lounge furniture to inquire if they would like to interact with the dog. These inmates were observed to either kneel down to interact with the dog through physical touch and/or conversation, interact the dog through physical touch and/or conversation from where they were already sitting, watch the dog perform a trick, or engage in conversation with the handlers. Not every inmate personally interacted with the dogs, but no inmates were observed completely denying all forms of activity. Every inmate in each pod had the opportunity to engage with at least one of the crisis dogs during the CCRP visit. Before the handlers and crisis dogs left, the correctional officer had an opportunity to engage with the dogs and the handlers.

Inmates were observed to interact with the crisis dogs through multiple means of physical touch. Inmates pet the dogs on their heads and bodies with their hands while standing, kneeling, and laying. Inmates placed their foreheads to the forehead of the dog. Inmates kissed the dogs on their nose, head, and cheek. Inmates nuzzled the dogs with their faces. Inmates shook the dogs' paws. Inmates invited dogs onto the chair they were sitting on and cuddled the dog. A total of three inmates throughout both field observations were observed to be tearful while engaging in

physical touch with the dogs. The vast majority of inmates were smiling or laughing while looking at or interacting with the dogs.

Inmates also interacted with the dogs by observing them do tricks. During the first field observation one of the crisis dogs retrieved a tissue from the floor when his handler performed a loud, theatrical sneeze and placed it in the handler's hand. During the second field observation one of the crisis dogs did a dance on command. All dogs performed sit, stay, roll over, and turn in a circle.

Conversation. The entire pod was loud with conversation. When the dogs first arrived in a pod inmates exclaimed things such as: "It's the dogs!" and "My buddy is here!" Inmates were observed to talk to other inmates about the crisis dogs or about their dogs on the outside. Handlers talked to the inmates, inmates talked to the handlers, inmates talked to the dogs, and inmates talked to me as the researcher. The contents of these conversations are presented below.

Handlers to inmates. Handlers prompted conversation with inmates to gauge their willingness to interact. Before approaching inmates with the crisis dogs, the handlers would ask inmates things such as: "Would you like to come over and say 'Hi'?" "Are you a doggie person?" and "Would you like a visit?" The handlers engaged in conversation with inmates by responding to a topic an inmate would bring up, which usually pertained to questions about the dog (e.g., age, breed, temperament), advice about dog training, or the differences between therapy dogs and service dogs. Handlers would also start conversations with inmates about topics such as family pets or tricks the crisis dogs knew. The handlers were polite, friendly, and inclusive in their conversations.

Inmates to other inmates. Inmates talked to one other while interacting with the dogs together or while observing the dogs. While interacting with dogs inmates were overheard

saying: “I like his ears,” “He’s so fluffy,” “Look, his hair’s like mine!” and “Oh my god, did you see [him shake my hand]?” Two inmates that declined to interact with the dogs were observed to talk about how one of the inmate wants a dog at home but his wife will not let him have one.

Other inmates had conversations about their own pets with each other.

Inmates to dogs. While interacting with the dogs through physical touch, inmates would often talk to the dogs as well. They said things such as: “Hey puppy dog,” “Good boy,” “You’re cute as hell,” “I can tell you all my secrets,” and “Want to live with me in my cell? I have room for you!” Inmates generally used elevated, perky tones of voice when talking to the dogs.

Inmates to handlers. Inmates had conversations with the handlers either exclusively or in addition to interacting with the dogs. Inmates that chose not to interact with the dogs asked the handlers questions about the dogs’ training and abilities, talked about their own pets at home, or discussed movies with dogs in them. Inmates interacting with the dogs said things such as: “Does he bite?” “Do we get to pet them?” “He’s really well behaved to be so good around all these people,” “It’s good to have some comfort because we’re not allowed to touch each other,” “How old is he?” “What breed is he?” “What tricks can he do?” “I remember this dog from when I was here in 2014!” “I miss my dog at home,” “I haven’t seen a dog in so long. It’s so nice!” “He gets me through this,” “Thank you so much for coming here,” and “When will they be back? They should come every day!” Inmates were courteous and interested during conversations with the handlers.

Inmates to researcher. Inmates interacted with me as they were waiting to have a turn with the dog. They had questions for me related to the study: “What is your research?” “What is your major?” “Why are you in Oregon?” and “Did you have to fly out here on your own dime?” Inmates also talked to me about their experience with the CCRP unprompted: “It changes your

whole day,” “This just soothes you,” and “I think this is so helpful.” A few people approached me to ask questions about being interviewed. Finally, some inmates just wanted to share small talk: “How’s it going?” and “How’s your night?” All inmate conversations with the researcher were respectful and appropriate.

Officers to handlers and dogs. When the handlers approached the officers before leaving each pod, they facilitated interaction with both themselves and the crisis dogs. The officers pet the dogs with their hands while standing and said things such as “Hello there” and “Good boy” to the dogs. The officers and handlers made light conversation about the visit such as: “They’re probably pretty exhausted after this.”

Researcher behavior. I believe that my presence did not affect the CCRP I was observing. The crisis dogs remained a focus of the evening, and my interactions with others were minimal and separate from the inmates’ interactions with the crisis dogs. I was the only person associated with the CCRP that did not have a dog on a leash, which I believe made me more approachable to inmates that wanted to interact with someone from the outside. I spoke with everyone that started talking to me, but I gently ended the conversation if it lasted more than 15-20 seconds so I was able to focus on observing the CCRP visit. I followed up with the inmates who had questions about the study or the interviews once the visit was over.

Two interactions with inmates stood out to me as the researcher. While in the special needs pod, an inmate who appeared to have limited verbal communication abilities came running up to me from his cell and held a picture out to me. The picture was of two dogs. He pointed to them individually and told me their names. He said they were his “family.” This small interaction felt very personal and was a way to foster a connection with very little words. My

feeling is that this inmate would not have approached me or interacted with me under a different context other than the CCRP visit.

The other interaction was with a female inmate. While the dogs were preparing to leave the pod after the visit, she came to tell me that she would like to volunteer for an interview. When she came up next to me, she gently placed her hand on the back of my shoulder in the way you might engage with a friend. I slightly shifted my shoulders away from her touch and told her that I was not offended by her touch but I did not want her to get in trouble for having contact with another person (something that is not allowed while incarcerated, especially not with visitors). She audibly gasped and apologized. She said, "I completely forgot where I was for a moment!" My thought is that the presence of the dogs changed the atmosphere of the jail to the point where it felt like she was in the community again.

Thematic Content Analysis

A thematic content analysis was performed on the data collected via interviews. This data analysis allowed for the guiding research questions of this study to be investigated. Analysis began with the transcription of the audio-recorded interviews into text by the researcher. Seventeen of the 23 interviews were able to be transcribed verbatim in their entirety, and 6 of the 23 interviews were transcribed using the direct quotes that were able to be discerned from the audio recordings due to sound quality. Narrative summaries were completed for every interview and helped to fill in the gaps of the non-verbatim interview transcripts, emphasize the content of each individual interview, and prepare for the coding process. In order for themes and subthemes to materialize, the data in the form of transcribed interviews first had to go through several phases of coding. Coding helps to segment the raw data into processed patterns of shared meaning (Miles, Huberman, & Saldana, 2014).

Sample

Any inmate, officer, and handler had the opportunity to participate in this study. A total of 23 individuals volunteered to be interviewed for this study: 15 jail inmates, 5 officers, and 3 AACR handlers. The sample consisted of 26% females ($n = 3$ inmates, $n = 1$ officer, $n = 2$ handlers) and 74% males ($n = 12$ inmates, $n = 4$ officers, $n = 1$ handler). The racial identities of the sample were 83% white ($n = 11$ inmates, $n = 5$ officers, $n = 3$ handlers), 9% African American ($n = 2$ inmates), 4% Latino ($n = 1$ inmate), and 4% Pacific Islander ($n = 1$ inmate). The length of time of the interviews ranged approximately from 4 minutes to 28 minutes for inmates, 6 minutes to 18 minutes for officers, and 25 minutes to 42 minutes for handlers.

Narrative Summaries

Each individual interview was summarized to facilitate a deeper understanding of the essence of each participant's perspective and experiences (Rhodes, 2000).

Inmate 1. Inmate 1 is a white male who was located in the special needs pod of the jail. Inmate 1 was very expressive while talking about the CCRP during the interview and often laughed with joy when talking about seeing or interacting with the crisis dogs. He made remarks about the contrast between the typical negative jail environment and the positive presence of the dogs: “[Dogs] give off good energy. When you’re in somewhere where there’s a lot of negative energy it’s good to have good energy, good natural spirit energy.” He later continued: “Dogs are good energy. Like I said, when you’re surrounded by negative energy all the time—bad food, bad beds, bad everything else—it’s nice to have a little bit of positive come in.” Inmate 1 stated the impact of the crisis dogs was physical and emotional for him: “It’s just good energy. I can feel it rushing in my bones, like I’ll have good sleep and I’m probably going to have really good

dreams tonight. I'm just really....happy." Inmate 1 also showed his awareness and concern for the wellbeing other inmates that were incarcerated with him:

I think it's a really good program... Especially this pod because I don't know if you noticed but people aren't all together in this pod. So I think it's probably good for them... There are a lot of people that are kind of lost in their heads. And I saw them when they were with the dogs and they were... more good energy and a little more tranquil than they had been.

Additionally, this shows how Inmate 1 perceived the CCRP to have a calming effect. Inmate 1 expressed desire for more time with the crisis dogs during their visits.

Inmate 2. Inmate 2 is a white male housed in general population. He shared that he had a personal history of training dogs for agility competitions. In addition to his general love of dogs, Inmate 2 discussed his satisfaction with the CCRP and how the CCRP provides future orientation to inmates at Washington County Jail (WCJ): "I think it's an excellent program. It gives people something to look forward to and there's companionship with dogs." He elaborated:

[CCRP] would probably break up the monotony of every single day. It would give something definitely to look forward to. Probably for someone [it would] give them something to look forward to this week or this month or however often you do the program... [Something] beneficial, a reward. Something to look forward to. Kind of like their visits with family. Something like that.

Inmate 2 expressed gratitude for the handlers "taking the time to bring their animals in" and stated that the experience "was very rewarding." He expressed a desire to participate in the program on a more regular basis.

Inmate 3. Inmate 3 is a Pacific Islander male who was housed in general population. Inmate 3 spoke very emotionally and passionately throughout the interview about different aspects of his experience with CCRP, often shedding tears. Inmate 3 reported he was on 24-hour lockdown at the time of the CCRP visit for rule violation due to being upset about a court decision. He explained:

I just went to court, and I was hoping to get everything resolved that day, yesterday.

When I went to court they just wanted to push my court date back to January. I have a daughter out there who's two, [begins crying] and I really want to see her. I was

frustrated and angry about that. All I cared about was getting out and I was pissed. And

then when I saw the dogs, I pushed the button and they let me out and it brought me back.

Although he was on lockdown, the deputy stationed on his pod let him out for the visit with the crisis dogs. For Inmate 3 this helped to shift his negative attitude to a more positive, hopeful one:

When I came back after the dogs left I was just thinking about January and how it's not that long. Like, if I have to go to January to get my time and get everything finished then,

I still have the rest of my life with my daughter. I was being more positive, more of a

better outlook on everything. I wasn't so negative, like, 'Two more months to see my daughter [groans].' I was like, I'll see my daughter when I'm out. It definitely turned

positive, my outlook.

Inmate 3 spoke extensively about interactions with other inmates and the overall negativity of the jail environment. He speculated that the crisis dogs would improve inmate relationships and bring positivity to the jail: "I know we're all struggling. We're all in here together. But everyone says we all want to fight each other over stupid stuff. And the dogs would help us bring... get rid

of that. Get rid of that bad energy, that bad vibe, that bad chip on their shoulder.” He continued his predictions of what would happen as a result of participation in the CCRP:

Once they break that barrier between house blood and just being themselves I think this place would be a lot more mellow. There won’t be so much tension. So much like walking around with a chip on their shoulder. Some of them just react, they speak up because they want to prove a point. It won’t be that anymore. It should never be like that.

Inmate 3 had some ideas for improving the CCRP:

I just think you should come more and longer. Come more often and stay longer and let us play catch with the dogs. Things like that. Play tug of war with them. Different types of dogs- oh! If you guys had bully breeds that’s well trained they would be more inclined to run up to it and pet it because they’re a lot like them.

Inmate 4. Inmate 4 is a white male who was housed in general population. Inmate 4 said he received a distraction from negative thoughts through participation in the CCRP: “I was stressing about my case and as soon as those dogs came in those thoughts went away. When I was going to sleep last night I was having trouble but I remembered [crisis dog] and it calmed me.” He elaborated: “I was reading, going, ‘Aw man, here comes the evil again.’ But then I remembered [crisis dog]. [Crisis dog] helped calm me.” Inmate 4 mentioned he also noticed a physical change following the CCRP visit: “I was just so relieved. Just the tension was gone. I’ve got hypertension from alcohol abuse and it was just gone.”

Inmate 4 reported he saw a difference among other inmates as well, and stated that it was a lasting effect:

It’s a piece of the outside that they bring in. Even though it’s gonna be for a short time, you can make the most out of it. Even the guys that have their differences. Everyone was

lining up to pet the dogs. They forget all that. And then people were fist bumping again. Felt better. It went around, even after you guys left.

He attributed these impacts to the temperament of the dogs:

[The dogs] were very calm, very relaxed. Which makes you feel relaxed, too. You just forget about everything. They don't know what's going on in your life. It's just unconditional love. It's therapeutic. It's very enlightening. It just makes you think, they never have to deal with the stuff we have.

Inmate 4 discussed some memories he had of family pets and other experiences with dogs.

Inmate 5. Inmate 5 is an African American male housed in general population. He provided short answers without extensive detail. He talked about his experience in WCJ leading up to the CCRP visit:

I felt like I was just spending dead time. You know, we come out a few times a day, call our loved ones at home. But it feels like it's dead time. That's why when the dogs came in I felt like I was kind of connected to the Earth again, the outside. It made me feel a lot better.

He provided insight into how he felt during the CCRP visit, illuminating a change in attitude:

Really more than anything I just felt calm and relaxed. I just thought, 'I want my dog.' You know? But he's not here. And it's not really too different than being here with these dogs. But they make me feel calm and relaxed. They make me feel loved. Even though I know I'm only in here for little while, it don't seem that bad.

This mindset continued on after he completed his visit with the crisis dogs: "After I got done with the dogs I just thought, 'It really ain't that bad.'" He stated he noticed that the crisis dogs seemed to allow inmates to become unified: "I like that interaction with the dogs. And everybody

on both sides of the whole pod just want to come... it's the only place where everybody excited and everybody want to be around the dogs and want to pet on the dogs." Inmate 5 specifically said he'd like to see bully breeds as crisis dogs participating in the CCRP.

Inmate 6. Inmate 6 is a white male who was located in the special needs pod. He noted the ability for the crisis dogs to keep him grounded while in a negative environment:

It really brightens up the day. It brings a little bit of warmth to a lot of people here. Most of the time it's a very cold place. It takes that away for just a few moments. For the moment you're just being with the dog. You're not thinking of anything that is happening here or to you. And that's always good.

Inmate 6 reported that the physical touch of the crisis dogs helped him to relieve tension: "Just the tension, the stress seem to disappear. Just holding them and touching them feels really good."

Inmate 6 expressed the difficulty of having the crisis dogs leave after the CCRP visit: "First of all, you sort of come down from that feeling and you just miss the dog. I'm not sure how often they come, but you're thinking, 'When will they come back?' I didn't know there was an actual program. You just want them back." He suggested that the CCRP ran on a more frequent and predictable schedule because "it will give [inmates] something to look forward to." He elaborated: "We have certain days we look forward to: library day, commissary day. And dog day would add to that."

Inmate 7. Inmate 7 is a white female housed in general population. She participated in the full interview; however, she stated she wanted to hurry up so she had time to use the microwave during her time out of her cell that day. She stated that she had experiences in other jails and understands that the CCRP at WCJ is unique and beneficial to herself and other inmates as well:

I've been to two other jails and this is the only jail that I've been to that provides this program. I've also noticed that after you come in with the dogs that I can tell a difference immediately in increase in mood, behavior, everything in the girls on the pod and even myself. It's so great. And this is the only jail that I've been to that does this.

Inmate 7 spoke about the feeling of companionship she received from the crisis dogs: "It's kind of like you're with someone you know. It's kind of like somebody that you know already. Kind of like a friend. A friend or a family member even. Someone you haven't seen for a while or something in a way." Inmate 7 said the impact of the CCRP visits are long lasting: "It kind of makes the whole process of the jail thing go by a lot better after it happens. And it lasts for a while that I notice that feeling, I really do." She stated that the CCRP visits make her feel like she can make it "through to the end of [her] sentence" at WCJ, providing her with future orientation and hope.

Inmate 8. Inmate 8 is an African American female housed in general population. She did not provide much response to interview questions, even when prompted in different ways. Inmate 8 was very happy about being able to see the crisis dogs: "I love them! I saw them come in and I was like, 'Oh! A dog!'...They're so cute, I love them." She also enjoyed interacting with the crisis dogs: "I like that they come in here and they're friendly, that's cool. And we get to pet them, I think that's really cool too." Inmate 8 expressed appreciation for the interactions with the handlers as well as the crisis dogs: "Every time they come in...their owners, the people that walk with them, they'll give us a snack to feed them and stuff. That's cool." Although she stated she enjoys the CCRP visits, Inmate 8 stated that the impact of the program is "fleeting" because they "rarely come."

Inmate 9. Inmate 9 is a white female who was housed in general population. She became tearful when talking about missing her dog back home, showing her connection and bond to her dog. Inmate 9 noticed the calming effects of the CCRP visits, and, although she would like more visits, she expressed appreciation for the program as it is currently: “I feel good. I feel relaxed. I do wish they could be here more, but I’m glad they were here for the short time they were.” She thinks the jail environment would be “improved a lot” from an increase in frequency of the CCRP visits: “I think there’d be less fights, less arguing. Dogs are soothing, they’re just calm. People react differently when dogs are around. For the most part they do.” She shows concern for the wellbeing of other inmates as well as highlighting how she felt more hopeful and distracted, along with anticipated physical benefits: “Everybody wants to pet the dogs, you can tell it was good for a lot of different inmates in here. It calmed and soothed them. It gives something to look forward to. It makes the day go by quicker and easier. I’ll probably sleep better.”

Inmate 10. Inmate 10 is a Latino male in the special needs pod. Inmate 10 stated he identifies as a gay man. He used a lot of humor during his interview and laughed often. Inmate 10 was very open about his struggles with depression, which he said has led to suicidal ideation and past suicide attempts. He reported that a family pet “helped [him] a lot” with coping with his depression throughout his life. He stated that he thinks of his dog as more of a significant other than just a family member: “He’s more like a husband to me.” He stated that the crisis dogs at WCJ provide him with the same ability to cope as his own pets have in the past. Inmate 10 said that when the crisis dogs entered the pod for the CCRP visit, his “suicidal thoughts went away.” He said when the crisis dogs aren’t around “that’s when the depression is a problem” while he is incarcerated. He stated that the crisis dogs help to spread positivity: “The dogs are happy and

they bring that happiness with them when they visit.” Inmate 10 reported that the crisis dogs inspired some future-oriented motivation for him even after the visit was finished: “I spent the next day thinking how I could change my life around.” He noted that there were changes in other inmates after the crisis dogs came for the CCRP visit as well: “People didn’t seem like they were feeling down. I saw a lot more smiles.” He also extended his appreciation to the crisis dog handlers: “It feels good knowing they take time out of their day to do that for us.”

Inmate 11. Inmate 11 is a white male housed in general population with a work assignment in WCJ. Inmate 11 stated he has been incarcerated at WCJ multiple times but has only been exposed to the CCRP during a few of his incarcerations. Inmate 11 asked questions about the schedule of the CCRP visits. He stated that the dogs help to change things up from the typical negativity of the jail: “The dogs make you smile. It’s a really negative environment in here so when the dogs come in it’s awesome, they’re so excited. It makes things smoother and adds some variety.” Inmate 11 said that the CCRP is “awesome” and a “great idea” because the crisis dogs are able to “bring you whatever you need” in regards to things that are lacking during incarceration such as companionship or optimism. He emphasized their ability to serve as a distraction: “It takes the stress off you. You forget about your day and you pay attention to that dog....I don’t really think about it or anything. I just go over there and pet the dogs.” His favorite part of the CCRP is “the people taking the time out to bring the dogs in.” Inmate 11 noted how the crisis dog handlers also provide a benefit to inmates: “The people that bring the dogs in help as well. They talk to you.” He noted the reciprocity of the bond with dogs: “They come in here and just want to be pet. They don’t want anything else from you.” He stated: “There’s a reason they’re called ‘Man’s Best Friend.’”

Inmate 12. Inmate 12 is a white male housed in general population. Inmate 12 was given clearance to be on work assignment within WCJ. Inmate 12 expressed that he has had experience in more county jails than just WCJ and stated that he noticed a difference in aggression among the inmates who were able to participate in the CCRP: “I’ve been to 4 different county jails in the area and there’s way less fights when you’re able to visit with dogs in county jail.” He spoke about the nonjudgmental interactions with the crisis dogs: “There’s so much tension and stress in here. Then the dogs come in and you’re interacting with something that doesn’t have no clue that you’re an inmate, doesn’t care that you’re an inmate. Just happy to see you and let you pet him on the nose.” He also mentioned that the handlers have respectful interactions with the inmates: “The handlers seem to think of us as people and don’t treat us like we’re POSs or whatever. They treat us with respect. ” Inmate 12 felt strongly about the positive impact of the CCRP and showed a desire to improve the wellbeing of all jail inmates: “Every jail should have this if possible.... It will help people.... I think it’s a great program and you should do it as much as possible.”

Inmate 13. Inmate 13 is a white male in general population. He was in the pod reserved for inmates with a work assignment at WCJ. Inmate 13 remembered feeling a positive emotion while he was interacting with the crisis dog during the CCRP visit: “I was happy.... It was cool they came out.” He discussed his knowledge of prison dog training programs and stated that he wished he had a similar opportunity while incarcerated in jail. Inmate 13 reported that he “likes hanging out with dogs” and “miss[es] [his] dog a lot” and being with the crisis dogs reminds him of being with his dogs at home. He said: “It’s cool that people bring in their dogs for us, and it would be cool if they could bring them more often.”

Inmate 14. Inmate 14 is a white male housed in general population with clearance to be on work assignment at WCJ. He stated that he thinks the CCRP visits are “cool” because he’s “really drawn to animals.” Inmate 14 reported that interacting with the dogs and the handlers during the CCRP visits impacts his mood: “Seeing the dogs was an uplifting moment. Seeing the dogs and hanging out with them. Talking with the owners about what they can do—their tricks and stuff.” He said the crisis dogs reminded him of “home” and give him motivation to stay out of jail: “It reminds me that it’s cool to have a pet and it’s cool to not be in here.” When the crisis dogs finished their visit and left, Inmate 14 stated he “felt better than [he] was before they came.”

Inmate 15. Inmate 15 is a white male on work assignment housed in general population. He talked about his childhood family pets being his “siblings,” which he said was part of the reason he loves dogs so much. He also discussed how his mother worked as a caretaker and would bring their pet to her clients to “distract them from the pain or trauma they were going through,” which he said was the same thing as the crisis dogs at WCJ “distracting us from what’s going on here.” He continued: “They make you feel better about your situation. The situation with us being in jail, most people are negative and upset about their situation. So when you bring in any type of animal that’s going to take the focus off of you. They’re literally just there for unconditional love and they take away the negativity here.” Inmate 15 discussed the difficulty of coping while incarcerated:

There’s a lot of negativity here and it’s hard to deal with it when you’re stuck in it... I look at this experience [in jail] as a stepping stone in my life to learn from and do better. But other people think the opposite. I think when the dogs come in it’s to help people that

are having a harder time. And I think it helps a lot... I think animals can help with different situations and going through different things.

He stated that he did not immediately participate in the CCRP visit. He stated he was playing cards at a table with other inmates, and they did not stop their card game to visit with the crisis dogs. However, once the handlers started walking the dogs around the pod and the crisis dogs approached the table they were sitting at, all of the inmates stopped their card game to interact with the crisis dogs and handlers: "You can't ignore it. All of a sudden your attention goes to it... I thought it was cool." Although Inmate 15 said he is more positive than most other inmates and did not notice much of a personal change in mood, he stated he observed a change in mood in other inmates: "From when the dogs came in to when they left you could tell everyone was in a better mood." He did, however, state that he enjoyed the visit and thought it was "fun." He noted how the nonjudgmental bond that can be formed with dogs could be helpful for jail inmates:

In my opinion, I would put animals, especially dogs, in here because it's what people need more of. When they come in here they don't know we're on trial or judge us for being in jail or care if we're black or white—they just love you. If you give them love they'll give you love. They don't care! As long as you give them some kind of love they'll love you back, which is super cool.

Officer 1. Officer 1 is a white female. She said she has had experience working as a correctional officer in another state and WCJ is unique in its approach to corrections, specifically with the CCRP: "This county tries different things and is very creative, and that's one of the things I like about this county. I just remember thinking, 'Wow, this is new and novel and what an idea. Whoever came up with this is great.'" She elaborates:

At least with this agency, we try to go out of our way to try different things. We've tried everything from doing yoga in the pods or different things because they are so special needs and they can be so emotionally fragile because of their mental status. I just couldn't be more tickled that they actually use this in the jail. I wish they would bring them in more, actually.

She mentioned that the CCRP is a "good tool" for improving the atmosphere in the jail pods: "If some inmates were having some emotional issues or something like that... It would help soothe, calm, maybe a little distraction for some of the inmates... It makes it easier for me when people are in a better mood." Officer 1 said that she benefits personally from the CCRP visits in two ways. The first was is how it gives her "a little lift in the day":

I know if you're going towards if I'm personally affected by the dogs' visit I would absolutely say yes because I will call for them to come up if I'm having a bad day. [laughs] Or if I'm having a bad day and I know they're coming then I certainly look forward to it personally... Yeah, it certainly brightens my day as well.

Also, it improves her relationship with the inmates:

I want the inmates to see, look we're not a bunch of robots here. We're people, too. I want them to see me petting the dogs. We all have to be in here together for a whole shift. I want them to see that I'm looking out for their best interest as well by allowing these people— because not everybody, I could have told them, 'no, today's not a good day, don't come up.' So I want them to see that there's an effort there for me representing them and trying to have an easier day... I think it also flies a big flag to the inmates, once again, that we're willing to try to do what we can to make everybody get along here. I

think that goes a long way when they see us going out of our way to bring dogs into the facility.

Officer 1 stated that conversation is sparked between her and the inmates following the CCRP visits as well: “You’ll have all the inmates coming up and telling me about their dogs after that.” She reported there is a noticeable difference in the jail pod following the majority of the CCRP visits:

I would say about 75% of the time, yeah there’s enough of an uptick that I notice it. Or there’s enough of a conversation afterwards after they leave that I notice a little more stress relief that’s occurred. Not with everybody, certainly. But there have been a couple times where they did come in and pet the dogs and there was some stress relief because of it.

Officer 1 remarked that her priority is always safety:

My first inclination is to make sure everyone is in a safe environment. So I’m making sure I’ve got them in my sight pretty much all the time. And just making sure that the inmates are being respectful. I kind of go into parental mode and make sure that they’re being polite and following the handler’s instructions if there are any. So my first instinct is to make sure the handlers are okay.

Officer 2. Officer 2 is a white male. He spoke extensively about the different barriers within the infrastructure of WCJ that get broken down as a result of the CCRP. First, he discussed the unifying effect of the CCRP among jail inmates:

The environment, being a jail setting, is really segmented. As soon as the dogs and the handlers come in, all of that goes away. There’s no longer card groups and sports groups, popular and not popular. Everybody gathers around the dogs, almost like they’re sharing

their experience. Really interested in.... almost bringing them back to their outside roots. All of a sudden it's like a little community and they're talking to one another about the dogs and their experiences.

He also spoke about the connection between inmates and handlers:

I would say more of a therapeutic aspect that allows them to almost connect back with the outside world because it's regular civilians coming in with these animals. It's not a stark, sterile environment anymore, all of a sudden there's this outside element that's bringing in that therapeutic approach for them to experience.

He referenced a moment between an inmate and the crisis dog handlers I witnessed during a field observation: "They're going to voice their experience that they've had and how animals are actually affecting their life. You were there when those two guys got so excited they ran and grabbed photos of their dogs."

Another connection Officer 2 discussed was between officers and inmates:

You'll see someone who has a pretty heinous charge and you may have a perceived thought of them. Then you see them interacting with the dogs and they're regular people. It kind of hones back in that everybody is an actual person no matter what they're in jail for. So I guess it kind of changes our perception, too. We're all calloused jail employees, we've seen everything so we've got a whole back subconscious for every encounter where we're really not cognizant of their charges, like I don't hold that against anybody. But as soon as the dogs come in it kind of reaffirms that people are people. Having an outside person come in with these animals, you start seeing all these real life personalities and stories come out of these individuals and that might be the only change you're seeing.

Officer 2 delineated the mutual benefit shared by all parties that are present during the CCRP visits:

I think we need the dogs there as much as the inmates do. We're surrounded by people that generally aren't happy to see us at all. As good as our interactions with inmates are and how friendly they can be, there's always just that threat that comes along with being in that environment. And having the dogs come in, you get that non-institutionalized encounter with somebody. It's almost like we drop the title 'Inmate' and 'Deputy' and we're all just standing and talking with people, sharing experiences. The handlers are explaining things about the dogs and everybody's just able to have almost more of a real encounter with each other and share their stories as you would versus the 'Us versus Them' mentality that's normal there.

Officer 3. Officer 3 is a white male. He reported that his perception of the CCRP has developed over time after his experience with it:

When I first started it was just something else I can kind of have the inmates be entertained with. Now there's some real-life applications. Maybe change that person's life for the day. Maybe that inmate was contemplating death, that's the ultimate. And he sees the dog and that's the trigger for something on the outside like, 'That's a positive thing in my life.' I don't really have expectations for that, but something's going to happen, something's going to trigger. And I think it's a great thing having them in there.

He mentioned that the inmates express gratitude for being able to participate in the CCRP visits:

"I can hear them saying, 'It's like being at home again' and 'This is the nicest thing you've ever done for us.'" Officer 3 stated that there is a change in mood as a result of the CCRP visits: "I can really notice with the inmates that it puts a calm feeling in the pod. It's a night and day

difference. They walk in and they leave, then everybody's happy." He noted that his mood also changes as well: "I see the dogs, I'm like a kid. I want to stay and pet the dog for a while. So my experience in the pod... it really creates a different dynamic. Almost just a very chill mood."

Another benefit that Officer 3 discussed is how the CCRP visits can improve the work that correctional officers do:

It really creates a good atmosphere for me and for the rest of the day for me. One person controlling 60, it's definitely a control factor as well because it calms people down... When you're calming inmates down it makes our job easier. It makes administrative easier.

He emphasized that the most important aspect of his job is safety: "We are humans—even in uniform we're still humans and we want people to be safe. That's our goal in here. My goal is to keep everybody safe and also to keep myself safe and my coworkers." He stated that he thinks it is "fantastic" that WCJ is "trying to look forward" and "be progressive" with its approach to corrections in regards to the implementation of the CCRP.

Officer 4. Officer 4 is a white male. He is in a leadership role after working in the correctional field for over 20 years. He stated he was working at WCJ when the CCRP program first started:

I want to say that the first housing unit that they visited was the female housing unit... The dog was brought up and they just kind of melted. All that stress just kind of went away and the immediate feedback was: we need more dogs and we need more interaction with them, and then just regular visits. Because a lot of times...the only time that they saw a dog in the police or corrections environment, it was to be searched or assaulted in the form of arrest.

Officer 4 said he noticed right away that the CCRP was a “very helpful tool” for inmates and officers alike: “Staff flock to them just like the inmates. People, they need to love animals. So that was huge and is huge to have that resource.” He explained that the style of supervision at WCJ has had a big impact with regard to the humane perspective that officers have with inmates: “We are...a direct supervision facility so generally that means that inmates and staff commingle and are able to move about a little bit more freer than traditional jails... With the removal of a lot of the barriers between staff and inmates you’re kind of forced to look at inmates as people.” Officer 4 suggested that the CCRP facilitates interactions among officers and inmates that contribute to a humane perspective on corrections:

When you’re interacting with a dog and an inmate might be interacting with a dog at the same time or waiting for their turn, it is a humanizing moment. That is huge. Huge.

Seeing that inside the housing unit as a supervisor, I have staff that identify inmates as human that automatically reduces the liability because if anybody identifies anybody else as a human, they have to treat them humanely.

He stated that this changes the perspectives of inmates as well: “Then [inmates] can see almost immediately that we do care, not just about them being in jail but how they’re spending their time in jail. That how they feel is a factor in what we care about.” Officer 4 noted that high levels of stress in inmates contributes to increased liability for officers due to this style of supervision:

With being incarcerated, people just tend to have the stress of not knowing what may happen in the immediate future... And then it eventually has to vent in some fashion so we would see behaviors to include self-harm, fighting, ways to entertain that are more juvenile type behaviors, entertain themselves at the staff’s expense or other inmates’ expense. It just was a lot of activity for officers, who traditionally just a couple of years

before had been in a linear style facility that the inmates were in their cell block and the staff who were outside in their area had people go around.

He stated that the CCRP serves as a distraction that can relieve the stress of incarceration and improve interactions between officers and inmates:

I want to see a healthy distraction, that's first, to get minds off of whatever is going on.

Most of the time when they're visiting it is just a: we're just going to have them visit.

And it's a stress relief, relieving the stress... I can't be everywhere all the time so when I know that the dogs are coming I know that I can follow up and talk to the inmates, 'What do you think about that?' And they can think about the dogs and talk about that instead of the unknown and their fears.

Officer 4 is not immune to the effects of the dogs either: "When I'm walking through the facility and they're there for a visit, I'm always surprised with how happy I get. It brings out the little kid in me. For a moment I can appreciate the animal for being there." He made a case for the CCRP from the view of an administrator as a way to reduce liability:

We look at the data when we employ programs like this that look at the needs of the inmates. We know that liability is reduced. It has a budgetary effect. We can sell people who don't necessarily care about the foo foo, 'Oh, hugging inmates' type of approach.

We can sell them on the idea that this is reducing liability. People are less likely to assault others when their stress is reduced. Or steal from others. Or hurt themselves when they have stress reduced. We know that that reduces financial liability so let's keep investing in those programs.

Officer 5. Officer 5 is a white male. He conceptualized the CCRP as “one more thing that we can do to help people, maybe make them feel a little better.” He thinks of his role as facilitating the CCRP visits and maintaining safety in the pod:

I’ll usually make an announcement that the therapy dogs or whatever you call them are in the area and the people that want to come up and pet them or see some kind of life outside of just inmates, that they have the ability to participate and talk to the dog handlers as well on their own basis... I’m just there to make sure everybody’s safe while they’re in the pods basically.

He discussed how the CCRP prompts different interactions with officers and handlers which creates a sense of normalcy: “We do direct supervision so they’re not just around other inmates, they’re around deputies as well. I kind of think the dog therapy program is kind of like that where they get to see some normalcy. Maybe they have a dog at home. It’s a real animal so they can see it and enjoy it.” He continued:

Some of them have had minor crimes but some of them have had some pretty good crimes so I’m always thinking, ‘Maybe they can see some... a real thing, an animal that is there to maybe help them have some normalcy outside of being in jail.’...But it definitely makes each day a little better. Maybe it makes people want to be on the outside. Maybe it makes them think about their lives before that.

Officer 5 stated he enjoys the CCRP visits personally as well: “One of them reminds me of one of my dogs [laughs] so I like to see them. Because you just look at their... one of them I think is a labradoodle type and it always has a smile on its face every time. It makes me happy, too.”

Handler 1. Handler 1 is a white female. She is in a leadership role with the CCRP. She said that initially “people weren’t opening their arms” to their desire to bring animal-assisted

crisis response (AACR) to the community. She reported that her initial efforts were frustratingly fruitless: “We really had to take the lead with the police chief to make those contacts. We did presentations and so forth and people would say, ‘Oh yeah, that’s great’ then nobody would ever call.” She remained persistent, however: “So we were doing our crisis response stuff and having our workshops and training teams and so forth. And had done presentations for the fire department and a lot of emergency response folks were very welcoming of the idea of doing this, but again, there was not much follow up.” Through that persistence they were able to continue producing promotional material and marketing themselves: “We were with the patrol folks and we’d go to briefings. They made a video of us with the dogs.” Ultimately what brought them into the county was a friendship with another individual with whom she was practicing animal-assisted therapy. He “was a very good friend of the then-sheriff of the Sheriff’s Office” and she stated: “That’s what started the whole thing. So it was through his friendship with the sheriff that allowed us to break down all these barriers and doors that we’d been banging on for so many years.” She said she has since learned that “you have to establish the relationship somehow. Establish the relationship of trust and credibility.” This rang true when she continued expanding the presence of AACR in the county:

Well originally the jail commander wasn’t real interested in having the dogs in the jail because he thought it would be giving too much positive reward to the inmates. Through our responses with patrol one of the chaplains who really loved what we were doing—she found us very supportive for her also with the work she was doing—she was a jail chaplain as well as a community chaplain and she asked if we would help her out. There had been a suicide in one of the pods and she was going to be getting together with the inmates who wanted to participate... who had observed it and were traumatized by it. And

that was in the jail. It was really successful for everybody involved. Before we knew it, there were two or three more of those and after we had that under our belt a supervisor, who is a chaplain and a deputy, he said, 'You know, I'm going to make a proposal to the commander after seeing how much good you've done.' And we got together and worked out a plan of how to do it, with our teams rotating through once a week and he would find out the time slot that's available because you can't have more than one activity going on in a pod at the same time. That Tuesday evening, that's the time slot that was selected for us. We've been doing that since 2009. So the commander accepted the proposal and we've been doing it ever since.

Handler 1 mentioned that it was not a smooth transition into WCJ. She stated she did not receive support from the AACR organization when she finally was able to integrate into the Sheriff's Office:

When we signed on—when we were sworn in at the Sheriff's Office—they wanted us to wear their gear so we'd be identifiable to the patrol people, that's what we were doing to have credibility. And the dogs were wearing their vests. And the powers that be in the organization said, 'You can't do that, you have to wear our stuff.' It was that type of thing.

Because of that, she was a founding member of a regional AACR organization that focused less on "micromanaging stuff."

Handler 1 said that advanced training helps to make the program successful and safe: We had a good orientation. We spent eight weeks or so going through classes and so forth... And part of that was going through the pods and being introduced to the physical plan. But I felt pretty comfortable with it. We've never had a reason not to feel

comfortable. Once or twice there's been incidents with inmates who have gotten out of control and... The deputies take control of that. They make sure we're safe. I've never felt threatened.

She elaborated:

You have to have familiarization with the facility, you have to have your animals get used to things like going through the sally ports and there are a lot of noises and different strange things and smells that the dogs will encounter as well as people, of course. The exposure and some type of orientation is really important. I can't imagine the program happening without that type of... taking the steps to integrate the team or teams into that kind of a thing.

She stated she notices how helpful the CCRP is for inmates: "It gives the inmates a chance to have their lives a little bit normalized. Within the jail system they're not allowed to touch each other, it's a pretty cold environment. And to have this sweet, warm thing come in that they can touch and cuddle with... it's really helped a lot." During the visits themselves, Handler 1 stated that her primary concern is for the crisis dog and the other crisis dog teams:

Generally, I'm really focused on making sure that [crisis dog] is comfortable and that we get to see as many of the inmates as possible who want to have contact... It takes a lot of concentration to be mindful of how our dogs are doing... Usually we're working with another team, so keeping an eye on them, making sure everything's going smoothly. And also want to have some time with the deputies, too, if they want some. But being able to circulate as much as possible... We kind of have to pay attention to that and lay down some rules about interactions so that the dogs are comfortable and not feeling overwhelmed.

She stated that her primary goal was to make a difference in the community through the CCRP, and that her experience with the CCRP has changed her perspective on inmates as well:

I think that primarily we wanted to do something in the community in a positive way and if we were able to affect anything in a way that would prevent recidivism, that would be a real positive. I think it's expanded our horizons tremendously in being able to see these folks as human beings who have made mistakes. It's an eye opener. And also to get a sense of how law enforcement works. So granted, I think we're in a very special environment in the jail. I think it's probably not typical of other jails throughout the country. But it is a model nationally for programs that try to help the inmates get their lives back together again.

She continued: "I think we're just really pleased that we've been able to bring so many smiles to so many people on both sides: on the law enforcement side and the inmate side. Maybe somehow somewhere it's made a difference for them."

Handler 2. Handler 2 is a white male. He is also in a leadership role with the CCRP. He reiterated what Handler 1 said about the importance of personal connections when establishing the CCRP:

The jail program happened because of a newer member that we had at the time who is a pretty powerful attorney here and was representing the previous sheriff as well as other first responders throughout the state. Used his influence, having access to the sheriff, and suggested that maybe they start using our crisis response dogs within the Sheriff's Office. It took them a while to kind of come along with that. Eventually he agreed that we should do it as a trial period.

He also echoed that the jail commander was not supportive of crisis dogs entering the jail: “I remember that time having a rather interesting conversation with the jail commander who said the dogs weren’t in the jail because the inmates would think that they were being privileged and others weren’t and there would be all kinds of tension.” Handler 2 described the beginnings of AACR in the community, which focused more on education than practice due to the lack of interest:

We began attending the patrol briefings with our dogs, different scenes with them, and we actually had a video done of the program—it was pretty amateurish but pretty much all of the deputies saw this video and it basically showed us and our dogs, what we could help the deputies with, the uniforms—the dogs had vests—and the idea was that we came in, we were called upon a scene and we got out of our vehicles so they would see, if anything, who we were and what we could do... So that’s how that all began but we didn’t get much in the way of calls.

Even though they were finally gaining traction in the community, Handler 2 explained that the AACR organization was not keen on allowing them to do that work: “We had a real conflict with these folks because the Sheriff’s Office pretty much demanded that we wear their Sheriff’s... the dogs wear their vests and some of the people on the board just didn’t like that idea. They said we couldn’t do that.” Handler 2 mentioned that this led to him leaving the organization and starting his own. Shortly after creating a new AACR organization, Handler 2 began his crisis work at WCJ:

It was kind of around that time that we kind of felt that maybe we didn’t want these sort of folks anymore. We talked a lot about it and, as you probably know, we eventually decided to leave, start our own organization, and we both had enough experience so we

did trainings and all the paperwork formally for a nonprofit and it was actually a piece of cake to do. Our members here in the local area were more than willing to come with us to this new organization. It was around that time also that there were a couple of attempted suicides in the jail and she wanted us there with our teams when they debriefed the inmates and we did it... It was at that time that the deputy chaplain proposed to the sheriff that maybe we should set up business in the jail because these were so successful. We did a 6 month pilot program and we've been doing it ever since!

Handler 2 was very knowledgeable about the uniqueness of the inmates in a jail setting:

I knew it was a unique program in the state of Oregon and it may be a unique program in the whole country, having trained therapy dogs in a jail—not a prison situation—and in the jail you have a great variety with the people there. You have people who have already been in prison and are finishing their term in the jail maybe two or three months, you may have people convicted that spend less than a year, and you'll have people who are in jail because they haven't even been sentenced yet, they haven't had a trial and they're waiting for a trial. With our crummy system we have, some people can't make bail so they put them in jail. So when you go to a pod you never know who you're seeing there.

Handler 2 discussed how the CCRP makes a difference for the inmates:

We're civilians that come into the jail to visit them with the dogs. I think that has an impact on a lot of them. We put in the time and the effort to be there for them. I think a lot of them do appreciate that. I don't think we have any long-term effect on anybody, but they get the idea that people care about them. Which they don't get in the jail because nobody cares about them in a jail.

He continued:

They love the dogs and... it totally changes the whole atmosphere when the dogs there, particularly with the women. It's amazing how it does, it's just like a different world. They're really appreciative and there's a lot of interaction... They enjoy the dogs and talking about their dog or something like that. Rarely do we ever talk about why they're there. We never raise that question.

He stated that the crisis dogs bring out positivity among inmates:

We have a lot of instances like that where people seem to be pretty tough and so forth and they just sort of melt with the dogs. And it's obvious to see that there are good parts of these people and it's nice to see a little glimpse of it from time to time.

He explained his perspective on working with jail inmates: "People are people. Some make a mistake, but they're just people." He also mentioned the relationships with the officers that the CCRP helps to develop: "We spend time with the deputies either walking or waiting in the hallway. They'll stop and they'll pet the dogs and they'll talk about things... They've always been very supportive of us." Handler 2 stated he personally enjoys the CCRP: "My own feeling is I just have a good time. Sometimes we have laughs when we're talking about funny things." He stated his biggest concern is facilitating the CCRP itself: "I always say our main goal is to make sure we have teams available and a schedule to go do the job at the jail. Some of us in the last year or so, we've had probably about a 90% attendance as far as teams being there say 48 weeks out of the year, which is pretty darn good."

Handler 3. Handler 3 is a white female. She reported that she became involved with the CCRP through a personal connection: "I have a friend who had been with the group and told me about it and it sounded like something that [crisis dog] would be good at and that I would enjoy

doing to give back to the community.” She reported that there was specific jail-related training involved:

I can’t remember all of the things that I did. I studied what was going on in the jail and you have to turn that in and make sure you know how things are working. Usually they do a tour so you have an idea of what’s going on. Then I did a walk-through tour with the [AACR leaders] so that they would show me what’s going on, I took the dog with their dog.

Handler 3 stated that her involvement with the CCRP makes her “feel good” because she is “doing something for someone else. She reported that her main motivation for volunteering for the CCRP visits is the desire to give back and make a difference:

We all have ups and downs and I just really felt like things have been a blessing for me in my life and I wanted to pass it on. I think it’s hard to be in a jail with no hope and I’ve seen that when we bring the dogs in there is hope. We really look forward to it, they’re very happy when we show up and occasionally there’s somebody who’s not thrilled but most of them are just really, really happy. I have a lot of them say, ‘Thank you so much, you just made my day, you made my week.’

She added that the crisis dogs enjoy it as well: “The dogs seem to enjoy it so much and the people were so happy we were there. It’s a good feeling to do something that makes a difference for people.” Handler 3 mentioned how the CCRP prompts interaction between handlers and jail inmates:

I keep thinking that I’d like to see as many of them as I can and interact with them. Usually, it’s something like they’ll say, ‘Oh, I miss my dog.’ ‘What kind of dog do you have?’ And they’ll tell me and I’ll say, ‘I’m sure you’re going to get to see your dog

again soon.’ ‘Yep, I’ll get to see my dog in six weeks. So and so is looking after my dog.’ Other people have pictures of their dog that they’ll bring out. They’ll tell me, ‘This is my dog’ and they’ll tell me all about the dog and all the wonderful things about their dog.

She noted that the interactions between the jail inmates and the crisis dogs has a big impact:

I think it makes a difference. I remember going to the suicide watch and the people who came out, it just... it was like it was a lifeline to them. They were so depressed and so unhappy and suddenly they had somebody, something they could just hug. Just hold, you know. Lay on the floor to cuddle. It makes a difference, it really does. It brings up the endorphin level, stress goes down. It’s kind of like magic, really.

She also discussed how her perspective has changed since working with jail inmates:

It’s a pleasure to meet so many people. I don’t think of these people as people who have done something bad, I think of them as individuals who need some help. And I really think that’s true. They never talk about what they did and I never ask. We talk about dogs.

Handler 3 noted that the success of the program lies in the teamwork of the handlers and the support of jail administration:

People are in all walks of life, all situations. And when they need the dog, they need the dog. It does make a difference. I really, really hope other people will pick up this model because it really works well and it’s not that hard on any one person if you have a number of people. Just share it out and every time somebody’s there. You also have to have the jail’s okay on it, some jails are a little hesitant.

She concluded: “I think it’s an excellent program, I really do. I think it brings a great deal to people who probably need it the most.”

Coding

Following Miles and colleagues' (2014) method for qualitative data analysis, codes were assigned to the data in two phases: data were labeled in a way that was descriptive and then those codes were organized into patterns that captured the essence of the data. From these two phases of coding emerged the themes and subthemes of the data.

Phase 1. There are many different methods that are used to label the raw data to begin its transition into analysis, and different methods can be applied simultaneously to the same data set (Miles et al., 2014). Elemental methods and affective methods of coding were utilized in this content analysis: elemental methods are composed of descriptive coding, In Vivo coding, and process coding, and affective methods include emotional coding and evaluation coding (Miles et al., 2014). Descriptive coding is a way of describing the content of a transcript in a way that categorizes the key topic subject matter for inventory (Miles et al., 2014). Table 2 demonstrates how descriptive coding was used in this study. In Vivo coding captures the data while still using the participant's language (Miles et al., 2014). Table 3 shows examples of the In Vivo coding performed in this study. Process coding is a way of showing data that is active, either participant action or movement throughout time (Miles et al., 2014). Table 4 provides an example of process coding in this study. Emotional coding involves the researcher's interpretation of a participant's feelings to bring awareness to the participant's viewpoint and circumstances (Miles et al., 2014). Table 5 displays the use of emotional coding in this study. Evaluation coding relates specifically to the assessment of a strategy or administration (Miles et al., 2014). In this study, the CCRP was the entity of evaluation. Table 6 illustrates an example of evaluation coding in this study.

Table 2

Descriptive Coding Example

Excerpt from Transcript	Code
What was then Delta Society is now called Pet Partners. Pet Partners started here actually, in Portland and Seattle. It was started by a psychiatrist and his veterinarian brother but that's a whole other story. It's gone national in a big way. That was probably about 30 or 40 years ago.	ANIMAL-ASSISTED THERAPY HISTORY

Table 3

In Vivo Coding Examples

Excerpt from Transcript	Code
They just know how to read you.	"HOW TO READ YOU"
Not everybody does it because, you know, they're pretty cool guys in there.	"COOL GUYS"

Table 4

Process Coding Example

Excerpt from Transcript	Code
All of a sudden it's like a little community and they're talking to one another about the dogs and their experiences.	INMATES INTERACTING

Table 5

Emotion Coding Examples

Excerpt from Transcript	Code
I would hold him and just be like, “thank you.”	APPRECIATION
Like I said, I can cry in front of anyone. I know who I am so if you want to make fun of me crying, go ahead.	GENUINENESS

Table 6

Evaluation Coding Example

Excerpt from Transcript	Code
I think it would be a really great program for other people to do, too, if they have a group of people who have therapy dogs that are interested in doing a program.	EXPAND PROGRAM

Phase 2. Phase 2 is known as pattern coding, or creating smaller categories of the data that compiles data in a way that is consequential and focused (Miles et al., 2014). After the first phase of coding was complete, I created an Excel table for each participant group (inmates, officers, and handlers) to assist with phase 2 of coding (see Appendix L). The codes from phase 1 were listed in alphabetical order in the first column and refined in the second column. Refining the codes involved singling out repeating codes, pairing together similar codes, and intentionally deleting some codes—all done while cross referencing the original interview transcript in order to ensure context. Phase 2 began with a redistribution of the remaining codes for further refining. Matching codes were combined based on a descriptor with specific information as a modifier (e.g., “change in attitude” became “change: attitudinal”). Thus emerged the beginnings of the study’s themes and subthemes.

Themes and Subthemes

Following the coding phase 1 and 2 of the data was a phase 3, which involved an additional round of combining homogeneous codes until distinct themes and subthemes emerged. These themes and subthemes were compared across participant groups and grouped accordingly. Once the initial themes and subthemes were formed, two separate peer debriefing meetings took place to verify the data and ensure that researcher bias was minimized in the analysis of the data. The consultation was done with professional colleagues with formal qualitative research education and experience. They were sent original transcripts, interview narratives, and phase 1 and 2 of coding. During individual meetings, discussions with colleagues helped to synthesize some aspects of the data and highlight others. For example, a professional colleague suggested the use of the word “bravado” over “toughness” for a subtheme describing inmate behavior in order to convey the performative aspect of the need to exude toughness while incarcerated. This resulted in a final version of agreed-upon themes and subthemes that captured the data in the most appropriate way. My dissertation committee chair reviewed and approved of the themes and subthemes that arose from the collected data.

Findings

As a result of the data analysis, meta-themes, themes, and subthemes materialized. Table 7 organizes these meta-themes, themes, and subthemes by participant group. Three meta-themes were present across all participant groups: (1) Stressful Jail Environment, (2) Success of Program, and (3) Connection with Others. One theme was found among both inmates and officers: (1) Program Awareness. For inmates, two themes and accompanying subthemes emerged: (2) Individual Change: (2.1) Attitudinal, (2.2) Behavioral, (2.3) Emotional, (2.4) Physical and (3) Dog’s Effect: (3.1) Companionship, (3.2) Acceptance, (3.3) Memories, (3.4)

Physical Touch. For officers, two themes and subthemes were apparent: (4) Humanity: (4.1) Normalcy, (4.2) Jail Programming, (4.3) Safety and (5) Inmate Behavior: (5.1) Mental Health Concerns, (5.2) Bravado. For handlers, two themes and subthemes arose: (6) Program Development: (6.1) Barriers, (6.2) Personal Relationships, (6.3) Professional Recruitment and (7) Crisis Work: (7.1) Advanced Training, (7.2) Varied Settings, (7.3) Wellbeing of Dog. These meta-themes, themes, and subthemes below are presented with thick, rich description and by using the voice of the participants to convey the essence of the data.

Table 7

Meta-Themes, Themes, and Subthemes

Meta-Themes		
1. Stressful Jail Environment 2. Success of Program 3. Connection with Others		
Themes	Subthemes	Participants Endorsing the Theme
Theme 1: Program Awareness		Inmates, Officers
Theme 2: Individual Change	2.1 Attitudinal 2.2 Behavioral 2.3 Emotional 2.4 Physical	Inmates
Theme 3: Dog's Effect	3.1 Companionship 3.2 Acceptance 3.3 Memories 3.4 Physical Touch	Inmates
Theme 4: Humanity	4.1 Normalcy 4.2 Jail Programming 4.3 Safety	Officers
Theme 5: Inmate Behavior	5.1 Mental Health Concerns 5.2 Bravado	Officers
Theme 6: Program Development	6.1 Barriers 6.2 Personal Relationships 6.3 Professional Recruitment	Handlers
Theme 7: Crisis Work	7.1 Advanced Training 7.2 Varied Settings 7.3 Wellbeing of Dog	Handlers

Meta-Theme 1: Stressful Jail Environment

Participants from all three groups (inmates, officers, and handlers) brought up various aspects of the jail environment that make the experience of incarceration stressful. Inmate 15 stated: “There’s a lot of negativity here.” Officer 2 described the jail as a “stark, sterile environment.” Officer 3 stated that immediately upon entry into the jail, different jail protocols begin building that stress: “You got to fingerprint them, to medical, to the awful strip search that we all got to do. That causes a lot of anxiety because they have no idea what we’re doing.”

Handler 3 described the stressful experience of physically entering into a jail:

There’s a lot of slamming of doors. Sometimes for you there’s a lot of noise. The first time going through when they open the doors to the jail and they slam behind you and then you walk through the next set and they open them and slam those— it’s a little unnerving in the very beginning.

That stress continues to grow as inmates are incarcerated for a duration of time, as Officer 4 described:

Prior to having the canine teams coming through, throughout the jail there was a level of anxiety. With being incarcerated, people just tend to have the stress of not knowing what may happen in the immediate future and then add any instance of a critical incident such as a serious assault or a death in custody that can skyrocket anxiety. And we witnessed that.

Officer 4 expanded on what some of the “unknowns” are while incarcerated and how that adds to the stress of the jail environment: “How long am I going to be separated from my family? Or from my pursuit of happiness?” You know? And that’s stressful.” Handler 3 captured the feeling of uncertainty of an incident in the jail and how that adds to the stress of the “unknown”:

I saw people just hauling, just running flat out down toward the pods. And I guess there must have been some kind of major incident because they were taking this other guy out and the people who were doing medical stuff were panting. I don't know what happened.

Officer 4 remarked how individual stress leads to environmental stress:

And so you take a person who's exposed to a high level of stress and then add more stress to get that anxiety. And then it eventually has to vent in some fashion so we would see behaviors to include self-harm, fighting, ways to entertain that are more juvenile type behaviors, entertain themselves at the staff's expense or other inmates' expense.

Inmate 3 confirmed that other inmates influence the stress of the environment: "Everyone in here has a chip on their shoulder. They talk shit. A lot of them talk shit. They don't make expressions and they don't acknowledge you." Officer 2 noted that the longer inmates are in jail, the more intense the stress becomes:

A lot of our offenders in there are long-term offenders so they're there for years, generally, awaiting their trial. So day in and day out we get the same repetitive 'up at this time, contact at this time' and all those tensions build, especially in the smaller groups.

Inmates, officers, and handlers alike discussed how the crisis dogs help to counteract the stressful jail environment. Inmate 1 weighed in on the contrast between the typical stressful jail environment and the presence of the crisis dogs: "When you're surrounded by negative energy all the time—bad food, bad beds, bad everything else—it's nice to have a little bit of positive come in." Inmate 11 echoed this: "It's a really negative environment in here so when the dogs come in it's awesome." Inmate 3 speculated the environmental change the crisis dogs would facilitate:

I know we're all struggling. We're all in here together. But everyone says we all want to fight each other over stupid stuff. And the dogs would help us bring... get rid of that. Get rid of that bad energy, that bad vibe, that bad chip on their shoulder or whatever they feel is holding them down.

Inmate 9 also suggested that the stress of the jail environment would change: "I think there'd be less fights, less arguing. Dogs are soothing, they're just calm. People react differently when dogs are around." Handler 1 noticed a difference in the jail environment with the crisis dogs present: "Within the jail system they're not allowed to touch each other, it's a pretty cold environment. And to have this sweet, warm thing come in that they can touch and cuddle with... it's really helped a lot." Inmate 6 suggested that the change in the stressful jail environment may be due a distraction brought on by the crisis dogs:

It brings a little bit of warmth to a lot of people here. Most of the time it's a very cold place. It takes that away for just a few moments. For the moment you're just being with the dog. You're not thinking of anything that is happening here or to you. And that's always good.

Meta-Theme 2: Success of Program

All participants endorsed the success of the CCRP through varying means. Most participants expressed their enjoyment of the program or how it's been impactful over time:

I think it's a really good program. (Inmate 1) I think it's an excellent program. (Inmate 2) Well the program itself is awesome. Any time I'm in here and I get to be with a dog I'm grateful as hell. You can't beat that. (Inmate 3) It's an awesome program. (Inmate 4) I want the program to stay right here. (Inmate 5) It's awesome. I think it's a great idea. (Inmate 6) I love it. (Inmate 7) I like that they come in here and they're friendly, that's

cool. (Inmate 8). I'm not sure exactly what the program entails but if it's just having the dogs and bringing them into the pods in the jail I think that's absolutely wonderful.

(Inmate 9) It's a great idea. (Inmate 11) I think it's a great program and you should do it as much as possible. (Inmate 12) I thought it was cool. (Inmate 15) I just remember

thinking, 'Wow, this is new and novel and what an idea. Whoever came up with this is

great.' (Officer 1) I really love the program. Anytime I have a chance to have the dogs in my housing unit, I will drop the majority of anything I have to accommodate them. I

think it's a great program. I think it offers relief to people. (Officer 2) I think it's a great

program. I think we hit the nail on the head. (Officer 3) I've never seen anything negative so far or I haven't heard anything negative when the dogs come in so it's a positive.

(Officer 3) I think that it has worked out better than any of us expected. I wasn't sure...

we've been doing it since 2009, it's like 'Wow, it really took off. It really is a keeper.'

(Handler 1) The deputy chaplain proposed to the sheriff that maybe we should set up business in the jail because these were so successful. We did a six month pilot program

and we've been doing it ever since! But one comment that I would say that he made, he

said, 'You have to know that of all the volunteers at the Sheriff's Office, the canine crisis response teams never have any complaints. Better than anybody else.' (Handler 2) I

honestly think the jail program is one of the best. I really, truly do. It is successful

because everybody wants it to be. (Handler 3)

The success of the program is also apparent from the sole critique of the program being the desire for an expansion of the program, whether that meant increased frequency, increased amount of time spent with dogs, more crisis dogs, or something similar:

I just think you should come more and longer. Come more often and stay longer and let us play catch with the dogs. Things like that. Play tug of war with them. Different types of dogs- Oh! If you guys had bully breeds that's well trained they would be more inclined to run up to it and pet it because they're a lot like them. (Inmate 3) More dogs. More time. More kind of interaction. (Inmate 4) I think the program should probably be a little bit bigger so everybody can see the dogs... every pod can see the dogs like once a week....I would make it more frequent. (Inmate 5) It would be cool if they could bring them more often. (Inmate 13) I wish they would bring them in more, actually. (Officer 1) I only hope to be around to see how it develops. Are the dogs the only thing that we're going to see here? Is there another style of animal or another type of stress reliever that will be available? (Officer 4) My dream, and anyone who's involved with this, is that this can be expanded and used in as many different facilities as possible and I'm really surprised that it hasn't been. (Handler 1)

Meta-Theme 3: Connection with Others

All participant groups discussed how participating in the CCRP fostered connections with others. One of the types of connections acknowledged by participants was between inmates. Inmate 3 shared a deep conversation with another inmate regarding emotions that was prompted by the CCRP:

My friend wouldn't pet the dog because he said that it would bring too much emotion to him. And he didn't want to show his emotion. I was like, 'You'll feel better. You're going to build up and blow up on someone. If you don't feel you don't get rid of that. Because I did, it's easy for me to do that.' And I just feel like he's a big guy, 6 foot 4 and 300 pounds, he's a big dude and if he ever went crazy, things would go crazy. But he

didn't want to pet him. He was like, 'I can't do it. It reminds me too much of home right now.' I was like, 'Well, what's wrong?' And he's like, 'I just can't pet it. I have two dogs of my own that I want to be with.' He didn't want to show that he has a sensitive side.

That he was going to break down and cry in front of everybody, he didn't want to do that.

Other participants noticed that the CCRP helps to break down barriers between inmates. Inmate

4 stated: "Even the guys that have their differences. Everyone was lining up to pet the dogs.

They forget all that. And then people were fist bumping again. Felt better. It went around, even

after you guys left." Inmate 5 said something similar about connecting with other inmates:

"Everybody on both sides of the whole pod just want to come... it's the only place where everybody excited and everybody want to be around the dogs and want to pet on the dogs."

Officer 2 described the way he noticed connections among inmates forming:

Being a jail setting, is really segmented. As soon as the dogs and the handlers come in, all of that goes away. There's no longer card groups and sports groups, popular and not popular. Everybody gathers around the dogs, almost like they're sharing their experience. Really interested in... almost bringing them back to their outside roots. All of a sudden it's like a little community and they're talking to one another about the dogs and their experiences.

Another form of connection discussed by participants was between inmates and handlers.

Many inmates expressed appreciation for their connection with the handlers:

The people volunteering... taking the time to bring their animals in was very rewarding.

(Inmate 2) Their owners, the people that walk with them, they'll give us a snack to feed them and stuff. That's cool. (Inmate 8) It feels good knowing they take time out of their day to do that for us. (Inmate 10) People taking the time out to bring the dogs in. (Inmate

11) The handlers seem to think of us as people and don't treat us like we're POSs or whatever. They treat us with respect. (Inmate 12)

Officer 2 noted that he witnessed connections between inmates and handlers as well: "I would say more of a therapeutic aspect that allows them to almost connect back with the outside world because it's regular civilians coming in with these animals." He detailed the impact of this connection: "Having an outside person come in with these animals, you start seeing all these real life personalities and stories come out of these individuals and that might be the only change you're seeing." Officer 5 stated that the inmates "have the ability to participate and talk to the dog handlers on their own basis," which leads to a connection between the two groups of people. The handlers talked about their connection with the inmates. Handler 2 mentioned that the connection is full of appreciation and lacks any judgement on their part: "We've actually found that the inmates are more appreciative of us coming here, that they enjoy the dogs and talking about their dog or something like that. Rarely do we ever talk about why they're there. We never raise that question." Handler 3 mentioned this as well:

It's a pleasure to meet so many people. I don't think of these people as people who have done something bad, I think of them as individuals who need some help. And I really think that's true. They never talk about what they did and I never ask. We talk about dogs.

Handler 2 stated that he and the inmates "have laughs when we're talking about funny things," which exemplifies their nonjudgmental connection. Handler 2 speculated that the connection stems from the handler's willingness to make time for the inmates:

The way I see it that we're civilians that come into the jail to visit them with the dogs. I think that has an impact on a lot of them. We put in the time and the effort to be there for them. I think a lot of them do appreciate that.

Handler 3 shared the ways in which she connects with inmates:

I'd like to see as many of them as I can and interact with them. Usually, it's something like they'll say, 'Oh, I miss my dog.' 'What kind of dog do you have?' And they'll tell me and I'll say, 'I'm sure you're going to get to see your dog again soon.' 'Yep, I'll get to see my dog in six weeks. So and so is looking after my dog.' Other people have pictures of their dog that they'll bring out. They'll tell me, 'This is my dog' and they'll tell me all about the dog and all the wonderful things about their dog.

The CCRP also facilitates connection between officers and inmates. Officer 1 gave an example of the connection: "You'll have all the inmates coming up and telling me about their dogs after that." Officer 3 said he has heard inmates say: "This is the nicest thing you've ever done for us" with regard to allowing the CCRP in their housing pod. Officer 4 noted that conversation is sparked between officers and inmates as a consequence of the CCRP:

I can't be everywhere all the time so when I know that the dogs are coming I know that I can follow up and talk to the inmates, 'What do you think about that?' And they can think about the dogs and talk about that instead of the unknown and their fears.

Officer 4 stated that conversation does not have to be present in order to create connections between inmates and officers: "When you're interacting with a dog and an inmate might be interacting with a dog at the same time or waiting for their turn, it is a humanizing moment. That is huge."

Officers and handlers experience a connection through the CCRP. Officer 3 expressed gratitude for the handlers: “They volunteer their own time to come in. Grateful, I’m glad they come in.” Handler 2 mentioned connections with officers that have developed over time:

I think some of the deputies we know pretty well, we chat with them when we go into the pods and they enjoy petting the dogs. And maybe talking about what they did on vacation and stuff like that. There’s a pretty close relationship with some of the deputies.

Handler 3 mentioned that the connection with officers can be lighthearted despite the stress of the jail environment:

I said something to the deputy and he said, ‘They’ll be out pretty soon.’ He was taking all the books and magazines off the shelves and dumping—literally shaking them out—dumping them. I almost said—because they’re silly—I almost said, ‘Well they lost where their page was, you should put a bookmark in it.’ [laughs] Then I realized he was looking for drugs.

Connections can be made between inmates, officers, and handlers all at once. Officer 2 described this phenomenon:

We’re all just standing and talking with people, sharing experiences. The handlers are explaining things about the dogs and everybody’s just able to have almost more of a real encounter with each other and share their stories as you would versus the ‘us versus them’ mentality that’s normal there.

Handler 2 went into detail about an experience that typified a connection across inmates, officers, and handlers:

It was a number of years ago and they have a lot of gangs. These happen to be the Spanish, big guys with tats all over the place. So we’re in there and about five of them

were standing there kind of hanging and so on. And I said, '[Crisis dog], come on, come and meet these guys.' So we walk right on over and I said, 'Would anyone want to give [crisis dog] a treat?' They put their hands out, and I give a treat to every one of them. The next thing I know we have two of the guys on the floor playing with him and the whole macho stuff just all disappeared. It was amazing. It was close to when we were going to finish up our time in that pod and as we're leaving we're used to saying 'Goodnight' to the deputies and he says, 'I got to tell you something. I saw that and I don't believe it. That was actually amazing what happened here.' I said, 'It's all up to the dog.' We have a lot of instances like that where people seem to be pretty tough and so forth and they just sort of melt with the dogs. And it's obvious to see that there are good parts of these people and it's nice to see a little glimpse of it from time to time.

Theme 1: Program Awareness

A theme among both inmates and officers was program awareness. With regard to the CCRP, there was a common thread of a lack of awareness that the program existed. Every single inmate participant that was interviewed reported that they were not introduced to the program prior to experiencing the program for the first time. Inmate 6 stated: "I didn't really know it was a program. I just thought... I didn't know that it was any kind of specific program. I thought it was just something that they did once." Even after participating in the CCRP, many inmates do not have any information about the program itself. After participating multiple times, Inmate 8 stated: "I don't really know anything about it." Officers similarly noted that they became aware of the CCRP as it was happening. Officer 1 reported: "They literally called and then they were there. So I had to just jump right in." Officer 5 echoed that experience: "When I first started they just started showing up." Officer 3 mentioned the same exposure to the program: "I saw them

come in one day and I thought, ‘That’s cool. There are dogs and I know they’re on assignment or something.’” Officer 5 resorted to “talking to the dog handlers themselves and kind of asking questions about it when they have come in” in order to learn more about the CCRP. Officer 2 noted that after many experiences with the CCRP, his knowledge and awareness is still lacking:

I’m just kind of unfamiliar with the program in its specifics. Outside of them coming in and providing their service, we just don’t get a lot of information from them. Maybe that’s something we should all look into. Being provided a little bit more information on the services they offer.

Officer 2 thought that having improved program awareness would make the CCRP run more smoothly: “It would be nice to get some literature before they come in so we could know if there’s more things we could do to accommodate them, we would be willing to do that.”

Theme 2: Individual Change

A theme apparent among inmates was individual change that occurred as a result of the CCRP. These changes were reported as being attitudinal, behavioral, emotional, or physical.

Subtheme 2.1: Attitudinal. Inmates reported a change in their outlook and attitude after interacting with the crisis dogs. Inmate 3 shared his attitude about a specific situation that was altered by participation in the CCRP:

When I went to court they just wanted to push my court date back to January. I have a daughter out there who’s two [begins crying] and I really want to see her. I was frustrated and angry about that. All I cared about was getting out and I was pissed. And then... when I saw the dogs, I pushed the button and they let me out and it brought me back.

He continued:

When I came back after the dogs left I was just thinking about January and how it’s not

that long. Like, if I have to go to January to get my time and get everything finished then I still have the rest of my life with my daughter. I was being more positive, more of a better outlook on everything. I wasn't so negative.

Other inmates detailed an attitudinal shift about their current situation. Inmate 5 stated: "After I got done with the dogs I just thought, 'It really ain't that bad.'" He elaborated: "It really brought out my sense of purpose. I just remember why I'm... well, why I'm alive." Inmate 7 reported she felt "unmotivated" before the crisis dogs came in, and stated: "Afterwards now I feel motivated, like, 'This isn't so bad.' You know?" Inmate 15 summed up his attitudinal shift in relation to his incarceration:

They make you feel better about your situation. The situation with us being in jail, most people are negative and upset about their situation. So when you bring in any type of animal that's going to take the focus off of you.

Inmate 10 reported his attitudinal change lasted into the day after the visit: "I spent the next day thinking how I could change my life around."

Subtheme 2.2: Behavioral. Inmates noticed a change in their behavior and the behavior of other inmates due to interaction with the crisis dogs. Inmate 4 noticed a personal change in his behavior following the CCRP:

I was more open to people. Because sometimes you got to be hard in here if you run into somebody not that... bright. And then he's got his chest up and you're like, 'Hey, you're going to regret this, buddy.' And then all of a sudden it's just...you calm down. It ain't worth it. It's not worth it for you.

Inmate 9 also acknowledged how the crisis dogs have an impact on behavior: "Dogs are soothing, they're just calm. People react differently when dogs are around." Inmate 3 speculated

a behavioral change in inmates that would be brought out by the crisis dogs:

I know for a fact that their energy would be zoned in, the dog would be zoned in with them. They would act different, they would behave different. And that's what I want to see in people when they see the dogs.

Subtheme 2.3: Emotional. Many inmates noted the emotional changes they experienced as a result of engaging in the CCRP, ranging from feeling happier to eliminating suicidal ideation. Inmate 14 stated: "I felt better than I was before they came." Inmate 8 said the crisis dogs made her "happy." Inmate 2 noticed a similar emotional change. He stated he felt "happy" in a way that was "different from every day" after participating in the CCRP. Inmate 6 acknowledged the direct impact the crisis dogs had on his emotional change: "I just like the happiness and the warmth that they bring... Just the tension, the stress seem to disappear." Inmate 7 did as well: "After the dog program here it elevates the mood and it lasts that way for a while. For me at least, I feel better." Inmate 11 conceptualized the CCRP as stress relief: "It takes the stress off you." For Inmates 9 and 10, the emotional change they experienced as a result of the CCRP was associated with their mental health. Inmate 9 stated she experienced depression while incarcerated: "Depressed. Very depressed. Every day in there. But the dogs... I don't know, they make it go away." Additionally, Inmate 10 saw a relief in mental health symptoms through participation in the CCRP: "My suicidal thoughts went away."

Subtheme 2.4: Physical. Physical changes were noted by inmates following participation in the CCRP. Several inmates reported improved sleep as a result of the CCRP. Inmate 1 stated: "It's just good energy. I can feel it rushing in my bones, like I'll have good sleep and I'm probably going to have really good dreams tonight." Inmate 9 echoed the same physical change when she stated she will "sleep better." Inmate 4 noticed a specific physical change: "I've got

hypertension from alcohol abuse and it was just gone.” He added: “My heart slowed down.”

Theme 3: Dog’s Effect

Inmates remarked on the effect the dog had on them, which is a theme of the inmate participant group. The dog’s effect included the subthemes of companionship, acceptance, memories, and physical touch.

Subtheme 3.1: Companionship. Inmates noted that the crisis dogs provided a sense of companionship to them. This is especially impactful for inmates who are feeling isolated and alone while incarcerated. For Inmate 6 it was simple; he enjoyed “being with the dogs.” With regard to companionship, Inmate 11 said the dogs will “bring you whatever you need.” Inmate 2 also mentioned this effect: “There’s companionship with dogs.” Inmate 7 described the experience of companionship with the crisis dogs:

It’s kind of like you’re with someone you know. It’s kind of like somebody that you know already. Kind of like a friend. A friend or a family member even. Someone you haven’t seen for a while or something in a way.

Inmate 3 noted the ways in which companionship can have a positive impact: “The companion aspect. Just to be your friend. A dog is man’s best friend or woman’s best friend, it really is. I’ve seen people go from here [gestures up] to here [gestures down] just by companion of a dog.”

Subtheme 3.2: Acceptance. Inmates discussed the ways in which they felt accepted by the crisis dogs. Being incarcerated is a stigmatized experience, and inmates mentioned how they never felt judged by the crisis dogs. Inmate 3 stated: “They don’t see you as other people see you.” Inmate 5 put the dogs’ effect simply: “They make me feel loved.” Inmate 1 spoke about unconditional acceptance: “There isn’t anything in the world that loves you like a dog loves you.

Even if it's a stranger's dog, they're dogs." Inmate 3 explained how the acceptance from the crisis dogs produces positivity:

Dogs don't see the world for what people see it is. A lot of times you get a lot of negativity. So when the dog's wagging his tail or shakes your hand or you're asking him a question and the dog's looking at you it just makes you feel good.

Inmate 15 agreed: "They're literally just there for unconditional love and they take away the negativity here." Inmate 4 stated the impact of feeling accepted by the crisis dogs:

They were very calm, very relaxed. Which makes you feel relaxed, too. You just forget about everything. They don't know what's going on in your life. It's just unconditional love. It's therapeutic. It's very enlightening. It just makes you think, they never have to deal with the stuff we have.

Several inmates discussed being accepted by the crisis dogs in light of being in jail:

"You're interacting with something that doesn't have no clue that you're an inmate, doesn't care that you're an inmate. Just happy to see you and let you pet him on the nose." Inmate 15 noted the reciprocity involved with being accepted by a crisis dog:

When they come in here they don't know we're on trial or judge us for being in jail or care if we're black or white—they just love you. If you give them love they'll give you love. They don't care! As long as you give them some kind of love they'll love you back, which is super cool.

Inmate 3 shared an interaction with a crisis dog in which he was seeking acceptance and was able to receive it: "I was talking to the other one, the black one, like, 'How are you doing, pup? How's everything going? Are you afraid of everyone that's in here?' He's looking at me, he's like, 'Nah.'"

Subtheme 3.3: Memories. Inmates spoke about the nostalgia effect of the dog. The crisis dogs brought up memories of being outside of jail, current family pets, and family pets from the past. Inmate 1 mentioned how being with the crisis dogs is reminiscent of being outside of jail: “It’s just a little bit of the outside world.” Inmate 4 agreed: “It’s a piece of the outside that they bring in.” Inmate 5 noted feeling grounded through the memories of the outside prompted by the crisis dogs: “When the dogs came in I felt like I was kind of connected to the Earth again, the outside.” Many inmates stated outright that the crisis dogs brought up memories of pets at home: “I was thinking of my own dogs. How much I miss them.” (Inmate 2) “I have quite a few dogs at home. I miss them terribly.” (Inmate 6) “I was thinking about my dog. I miss her.” (Inmate 9) “I miss my dog a lot.” (Inmate 13)

Inmate 13 expressed a difficult memory of a dog from his past that was facilitated by the CCRP visit:

My wife left me back in Georgia and she left my dog tied to a tree so when I got out and had my dog, I bonded with my dog so much.... He was a German Shepherd and he lived until 14 or 12 and then he passed away. I had him from when he was just a pup. I can never find another dog that would ever compare to him.

Inmate 4 shared a similar memory: “I lost my Scottish Terrier a few years back and I still go to dog parks.” Inmate 5 also experienced similar memories after interacting with the crisis dogs: “I had a service dog; she died a few years ago. Her name was Lucy. She was a Shar Pei. So it’s all about memories, that’s all.”

Subtheme 3.4: Physical Touch. Inmates elected to interact with the crisis dogs through means of physical touch and noted how that had an effect on them, whether that was through something such as forming a connection or feeling comforted. Inmate 1 shared how he made a

connection with the crisis dog through physical touch: “I was just petting them. And telling him that he’s a really good boy. I was sure he was a really good boy.” He reported he wanted more physical touch with the dogs: “I want to lay down on the ground and wrestle with them.” Inmate 3 stated that physical touch with a crisis dog had an impact on him: “Being able to pet them and being around how positive they are. They’re wagging their tails and shaking your hand without you even asking.” He elaborated: “I was petting him on the chest and then he just brings up his arm and shook my hand and I was like, ‘Alright, does anybody see what’s going on right now?’...That right there made me feel good.” Inmate 4 demonstrated the need that inmates have for physical touch: “I don’t know if they were allowed to lick us, but I was like, ‘Lick!’ [laughs] I just wanted 1 lick.” Inmate 5 described his experience with physical touch: “Just rub them. Like all up over his head and his neck.” Inmate 7 also delineated her interactions with a crisis dog: “Oh, I pet him, I talk to him, say, ‘Hi, little dog.’ I look at him, give him a little kiss on his head.” So did Inmate 8: “I went up to them and I was like holding them and petting them.” Inmate 6 did as well: “I pet them on the chest and I pet them on the head. Talk to them, scratch their ears.” He stated he felt the effects of the physical touch: “Just holding them and touching them feels really good.” Inmate 9 also remarked on the effects of physical touch with crisis dogs: “I was petting the dog. They were being... dogs. They were really cuddly and really calming, they’re soothing.” She stated that the physical touch with the crisis dogs was the best part of the CCRP: “Just the touch, being able to touch and pet the dogs. They lay down there and you pet them. It’s cool.”

Theme 4: Humanity

A theme that emerged among officer participants is the humanization of inmates. The theme of humanity applied to enforcing normalcy for inmates, jail programming, and safety.

Subtheme 4.1: Normalcy. Officers mentioned how the CCRP helps to normalize inmates' experience in jail as well as their relationship with the inmates. Officer 5 defined the CCRP as a way for inmates to "see some kind of life outside of just inmates." He suggested that the CCRP can help inmates feel like their normal selves for a moment:

I'm always thinking, 'Who are these people?' Some of them have had minor crimes but some of them have had some pretty good crimes so I'm always thinking, 'Maybe they can see some... a real thing, an animal that is there to maybe help them have some normalcy outside of being in jail.'

Officer 5 continued discussing his view on jail inmates being about to have a humanizing, normal experience while incarcerated: "I kind of think the dog therapy program is kind of like that where they get to see some normalcy. Maybe they have a dog at home. It's a real animal so they can see it and enjoy it." Officer 1 stated that providing normalcy to inmates sends a positive message to them: "I think it also flies a big flag to the inmates, once again, that we're willing to try to do what we can to make everybody get along here. I think that goes a long way when they see us going out of our way to bring dogs into the facility." Officer 5 highlighted his desire to help inmates through the CCRP: "It's just one more thing that we can do to help people, maybe make them feel a little better. They have a lot of anxiety so it's one more thing that we can do to try to help out." Officer 4 noted that providing normalcy to jail inmates strengthens relationships between jail inmates and officers:

They can see almost immediately that we do care, not just about them being in jail but how they're spending their time in jail. That how they feel is a factor in what we care about. And so that is helpful when I need people to go from point A to point B and I ask them, 'I need you to go here' that there's a trust that developed through that care.

Officer 3 mentioned that this relationship gives him the ability to help inmates in various ways when they are experiencing anxiety:

I find a way to make them see things differently than they normally would. 'Go walk in the rec area for five minutes. Go blow the steam off. If you blow the steam off in front of me it's going to be different. Go out there.' There's always different ways you can do things. Draw something up. I've done it that way. There's all different ways. Get a paper bag and blowing in that and that helps with some anxiety.

Officer 2 stated that the CCRP helps to show him that jail inmates are people:

It changes for me the perception that the inmates have, where you'll see someone who has a pretty heinous charge and you may have a perceived thought of them. Then you see them interacting with the dogs and they're regular people. It kind of hones back in that everybody is an actual person no matter what they're in jail for. So I guess it kind of changes our perception, too. We're all calloused jail employees, we've seen everything so we've got a whole back subconscious for every encounter where we're really not cognizant of their charges, like I don't hold that against anybody. But as soon as the dogs come in it kind of reaffirms that people are people.

Officer 1 reported that she receives a benefit from the normalizing aspect of the CCRP as an officer:

One of the things that was playing in my mind was that I want the inmates to see, look we're not a bunch of robots here. We're people, too. I want them to see me petting the dogs. We all have to be in here together for a whole shift. I want them to see that I'm looking out for their best interest as well... So I want them to see that there's an effort there for me representing them and trying to have an easier day.

Officer 2 mentioned that the CCRP helps to normalize the entire environment to the point where it feels less like a correctional facility:

I think we need the dogs there as much as the inmates do. We're surrounded by people that generally aren't happy to see us at all. As good as our interactions with inmates are and how friendly they can be, there's always just that threat that comes along with being in that environment. And having the dogs come in, you get that non-institutionalized encounter with somebody. It's almost like we drop the title 'Inmate' and 'Deputy.'

Subtheme 4.2: Jail Programming. Officers discussed jail programming efforts in relation to the CCRP. Officers spoke about the progressive style of supervision they employ. Officer 5 stated: "We do direct supervision. So they're not just around—different jails do direct or indirect—so they're not just around other inmates, they're around deputies as well." Officer 4 explained direct supervision further: "Generally that means that inmates and staff commingle and are able to move about a little bit more freer than traditional jails." Officer 4 explored the humanizing effect of different supervision styles:

We're moving from cell blocks and bars to direct supervision. What is the next style of corrections for America? It can be pretty exciting to think about it. It's definitely going to have some conflict you see in development, but if we identify that the common issue here is that we have people who are responsible for other people. If we focus on that then we're going to find the human solution. The humane solution.

Officer 1 explained how Washington County is unique in its programming: "This county tries different things and is very creative, and that's one of the things I like about this county." Officer 3 echoed how "forward" and "progressive" the jail programming is: "We're the only ones in the

country that has dogs come into the jail and I think that's fantastic." Officer 4 reported that the creativity of the jail programming is employed due to evidence in reducing liability:

We look at the data when we employ programs like this that look at the needs of the inmates. We know that liability is reduced. It has a budgetary effect... We can sell them on the idea that this is reducing liability. People are less likely to assault others when their stress is reduced. Or steal from others. Or hurt themselves when they have stress reduced. We know that that reduces financial liability so let's keep investing in those programs.

Subtheme 4.3 Safety. Officers conceptualized their professional role as maintaining safety, and remarked on the CCRP's ability to help them accomplish that. Officer 3 summarized his role: "We are humans—even in uniform we're still humans and we want people to be safe. That's our goal in here. My goal is to keep everybody safe and also to keep myself safe and my coworkers." Officer 5 agreed: "I'm just there to make sure everybody's safe while they're in the pods basically." Officer 1 stated that the crisis dog handlers add an additional element to her job of keeping everyone safe and stated that she thinks of herself as a parent in this role rather than a strict enforcer of rules:

My first inclination is to make sure everyone is in a safe environment. So I'm making sure I've got them in my sight pretty much all the time. And just making sure that the inmates are being respectful. I kind of go into parental mode and make sure that they're being polite and following the handler's instructions if there are any. So my first instinct is to make sure the handlers are okay.

Officer 4 also compared the role of correctional officer to being a parent:

We troubleshoot many different ways of how to make jail easier for the inmate population because with the removal of a lot of the barriers between staff and inmates you're kind of forced to look at inmates as people. And that's kind of what we teach our newer staff to interact with the inmate population as: How would you manage a classroom of students? How would you manage kids as a parent? There's a lot of leadership techniques that are thought better as parenting.

Officer 4 mentioned that thinking about inmates as people keeps everyone safer: "Seeing that inside the housing unit as a supervisor, I have staff that identify inmates as human that automatically reduces the liability because if anybody identifies anybody else as a human, they have to treat them humanely."

Officer 1 mentioned that her job is positively impacted by the CCRP, as it makes maintaining safety easier: "It makes it easier for me when people are in a better mood. So that's what I look forward to." Officer 3 mentioned the same thing: "One person controlling 60, it's definitely a control factor as well because it calms people down." He said this improves the ability of multiple roles in the jail: "When you're calming inmates down it makes our job easier. It makes administrative easier."

Theme 5: Inmate Behavior

Inmate behavior was a theme that was present within officer interviews. Officers talked about inmate behavior with regard to mental health concerns and bravado.

Subtheme 5.1 Mental Health Concerns. Officers reported the mental health concerns that manifest in inmate behavior. Officer 3 described the severity of mental health seen in inmates: "They do self-cutting and self-harm and the ultimate is where they could ultimately hurt

themselves to the point of death, suicide.” Officer 4 mentioned how mental health concerns can potentially cause friction:

In a jail, a lot of times there is a conflict automatically if you do not take charge of an area then the other person may feel the sense of needing to be in charge. And you may have inmates with sociopathy or whatever who will take advantage of that opportunity and take charge.

WCJ has designated housing for inmates with mental health concerns called the special needs pod. Officer 3 explained further:

We work on the special needs pod where it can be very difficult at times. Some of them are very manic, they’re all some type of mental health. All of them are mental health in one way or another. Or they’re going to be a victim for another factor—their age or whatever.

Officer 2 reported that inmates in the special needs pod have greater emotional concerns: “With the special needs population, I feel like it’s definitely a different environment versus your general population, where they’re more hardened criminals. They’re not going to voice the same emotion the same way the special needs population.”

Officer 3 described the shift from his first experience with the CCRP to how he now utilizes it as a way to address mental health concerns:

When I first started it was just something else I can kind of have the inmates be entertained with. Now there’s some real-life applications. Maybe change that person’s life for the day. Maybe that inmate was contemplating death, that’s the ultimate. And he sees the dog and that’s the trigger for something on the outside like, ‘that’s a positive thing in my life.’

Officer 4 also mentioned that he uses the CCRP as a resource during emotionally heightened experiences within the jail: “When I experienced my first death in custody... the area that I was responsible for, having a death there... as a leader I thought, ‘Well, I can at least do this to help the stress of both staff and inmates.’” Officer 1 also shared how she uses the CCRP as a way to help inmates with mental health concerns:

One of my first reactions is: this might be a good tool for me to get a handle... if some inmates were having some emotional issues or something like that. So once I knew about the program and I knew what it could do, I had a little bit more expectation.

Officer 2 noticed the same improvement in the special needs pod: “The population really enjoys having them and I can see that it’ll have a—in the special needs pod especially—it’ll have a lasting effect on their mental status at least for a couple days you can see that they’ll feel better.”

Officer 1 stated that inmates with mental health concerns are encouraged to participate in the CCRP through her advocacy:

I may begin to eyeball a couple inmates that I might have recognized earlier that could benefit from it, have them come over and be a part of it. Especially in the special needs pod, a lot of them are like a child-like mentality so they might be a little shy or embarrassed or they don’t want to be the first one or something like that. So I look for people that would specifically benefit.

Subtheme 5.2: Bravado. Officers talked about how inmates act tough while in jail.

Officer 3 mentioned how this behavior can become problematic within the setting of a jail:

Behavior, everything here is behavior. If the behavior is not so... they have attitude or whatever, we’ll talk to them about it and if they don’t change their attitude then we’ll put them in a place where it’s a bit more secure so they can’t hurt others or us.

Officer 2 described how inmates will flock together as a way to gain power through solidarity:

The inmates... generally are segmented into groups where you'll commonly see a theme.

There will be the kids that play video games are all gathered in one section, the guys that watch sports are gathered in one section—you get really segmented... and the environment, being a jail setting, is really segmented.

Officer 3 reported the way in which the CCRP helps to break down the bravado of inmates, and how bravado can serve as a barrier to participation in the CCRP:

They'll bring them in there and just let them love on the dog. Not everybody does it because, you know, they're pretty cool guys in there. But the guys who actually are humans... I shouldn't say 'are humans' but the guys who are not acting so hard and not 'I can't do that, that's not cool.' Those guys are going to be the ones who are petting the dogs and stuff like that.

Theme 6: Program Development

A theme for AACR handlers was the barriers that made program development difficult. These barriers were present within county administration and also among AACR organizational leadership.

Subtheme 6.1: Barriers. AACR handlers detailed how difficult it was to bring AACR to Washington County due to county administration and organizational leadership. Handler 1 explained the efforts put forth to try to bring awareness to AACR in the county: "We had done presentations for the fire department and a lot of emergency response folks were very welcoming of the idea of doing this, but... there was not much follow up." She stated that people seemed to like the idea of AACR, but never followed through with it: "We did presentations and so forth and people would say, 'Oh yeah, that's great' then nobody would ever call." Handler 2 echoed

this experience: “We didn’t get much in the way of calls.” Handler 1 expressed the greatest boundary was the lack of support from county administrators: “People weren’t opening their arms. They were not saying, ‘Oh great, this is wonderful.’ You know?” Specifically, the jail commander seemed to be the greatest barrier. Handler 2 shared:

I remember that time having a rather interesting conversation with the jail commander who said the dogs weren’t in the jail because the inmates would think that they were being privileged and others weren’t and there would be all kinds of tension.

Handler 1 reported the same lack of support from the jail commander: “Originally the jail commander wasn’t real interested in having the dogs in the jail because he thought it would be giving too much positive reward to the inmates.”

Handler 1 explained the way she was able to break down some of the barriers within county administration: “You have to establish the relationship somehow. Establish the relationship of trust and credibility.” Handler 3 also stressed the importance of administrative backing: “You also have to have the jail’s okay on it, some jails are a little hesitant.” Handler 1 mentioned that having the program endorsed by county administration ensured that all the appropriate safety measures would be in place, which stresses the importance of this kind of support:

I think that one of the things I would say is that, depending on the jail situation, if you have support and the trust of the people you’re working with that you’ll be safe. That is one of the main concerns is to be in a facility that has the wherewithal to support something like this program.

AACR handlers noted that organizations were problematic when trying to establish an AACR presence in locally in Washington County and nationally. Handler 1 vented her frustration with organizational leadership:

We remained with the national crisis response organization, so we ran into a problem... some people came in who were pretty uptight. One of the issues we had was that folks were focusing on a lot of micromanaging stuff rather than the mission.

Handler 2 explained that a source of organizational conflict was the AACR work at the WCSO:

At the time we were involved with another organization called [name redacted] and we had a real conflict with these folks because the Sheriff's Office pretty much demanded that we wear their Sheriff's... the dogs wear their vests and some of the people on the board just didn't like that idea. They said we couldn't do that.

Handler 1 explained the importance of being able to wear the uniforms that were not approved by the AACR organization:

When we signed on—when we were sworn in at the Sheriff's Office—they wanted us to wear their gear so we'd be identifiable to the patrol people, that's what we were doing to have credibility. And the dogs were wearing their vests. And the powers that be in the organization said, 'You can't do that, you have to wear our stuff.' It was that type of thing.

Handler 1 reported that in order to avoid the obstacles presented by the AACR organization, she became a founding member of her own AACR organization:

The teams that we had trained here, we all got together one night and they're pretty frustrated and said, 'I think it's time for us to go off on our own and focus on local stuff and forget the national stuff.' Because it was getting a little obstructionist.

Handler 2 explained how he also became a founding member of a new AACR organization:

We eventually decided to... start our own organization, and we both had enough experience so we did trainings and all the paperwork formally for a nonprofit and it was actually a piece of cake to do. Our members here in the local area were more than willing to come with us to this new organization.

Separate from the AACR organization, handlers discussed difficulties with crisis relief organizations as well. Handler 1 described a national relief organization as “resistant” and “political” with regard to AACR involvement. Handler 1 expressed frustration with the AACR trainer that referred her to the organization: “She made it seem like we could take this training, which was very expensive, then immediately start working with the [crisis relief organization] and whatnot. But she hadn’t established those connections for anybody.” She said that the “spotlight” being put on “therapy dogs” helped to break down those organization barriers. She stated: “You would’ve thought it would’ve happened sooner, especially after the work with 9/11 and our dogs went out to Katrina, but it was very slow getting the ball rolling.” Handler 1 commented on the removal of organizational hindrance: “It was quite nice having them pursue us after we’d been trying to work with them for so long. So we have a level of understanding with them and they call us in primarily after school shootings.”

Subtheme 6.2: Personal Relationships. AACR handlers discussed different motivations for becoming and staying involved with the CCRP, which has strengthened the development of the CCRP. AACR handlers utilized personal relationships in order to gain access to employing AACR services and to become involved with the CCRP. Handler 2 described how the CCRP came to fruition through a personal relationship with someone who was well connected in the WCSO:

The jail program happened because of a newer member that we had at the time who is a pretty powerful attorney here and was representing the previous sheriff as well as other first responders throughout the state. Used his influence, having access to the sheriff, and suggested that maybe they start using our crisis response dogs within the Sheriff's Office.

Handler 1 detailed how a personal relationship was formed with the powerful lawyer:

The gal who ran a program— it was the, one of the really good animal-assisted therapy training programs, she was with the [name redacted] evaluation but she did a lot to support the teams. She had ran into a guy who was an attorney, a pretty prominent attorney in town who had a border collie. And he wanted to do animal-assisted therapy with her and he started doing that and he trained with this gal. He happened to be the attorney for all of the law enforcement firefighters throughout the state and he would take care of all kind of legal matters for them. He was a very good friend of the then-sheriff of the Sheriff's Office. He would bring his dog in for visits and he said, 'You know, I really would love to have her be able to do work with the Sheriff's Office.' He talked to this gal about it and he became interested in our organization and then we communicated with each other. It was through him that we were recruited by the sheriff to do this.

Handler 1 shared how a personal connection with someone in a leadership position was vital for the ability to bring AACR work in Washington County: "That's how this whole thing started....The lawyer was also part of our group, he took our workshop and became a member of our organization." Handler 1 emphasized the importance of personal connections for program development: "So it was through his friendship with the sheriff that allowed us to break down all these barriers and doors that we'd been banging on for so many years."

Handler 3 mentioned that her involvement in the CCRP is due entirely to a personal connection: “I have a friend who had been with the group and told me about it and it sounded like something that [crisis dog] would be good at and that I would enjoy doing to give back to the community.”

Handlers reported that AACR is not possible without teamwork. Handler 2 stated: “Really we operate totally as a team.” Handler 3 attributes the success of running the CCRP to teamwork:

If they have a group of people who have therapy dogs that are interested in doing a program, basically if you have the numbers— it’s not quite as laborious on any one person. When I started—I think now I’m doing two times a month—but usually I just do once a month. And that works out really well because it’s like an hour and a half, it’s not that hard.

Handler 2 confirmed that the CCRP cannot operate without a team effort for scheduling:

I always say our main goal is to make sure we have teams available and a schedule to go do the job at the jail. Some of us in the last year or so, we’ve had probably about a 90% attendance as far as teams being there say 48 weeks out of the year, which is pretty darn good.

Handler 3 reported that being able to depend on others keeps the CCRP operational: “It is successful because everybody wants it to be. You don’t hear people say, ‘Oh, I can’t come’ or ‘Oh, that’s too much.’ It’s always, ‘When do you need me?’” Even during the CCRP, teamwork takes precedence. Handler 1 described her focus on teamwork during CCRP visits: “Usually we’re working with another team, so keeping an eye on them, making sure everything’s going smoothly.”

Subtheme 6.3: Professional Recruitment. Handlers expressed that professional recruitment was a long, arduous process for them and impacted program development. Handler 1 stated that it was necessary to “take the lead with the police chief to make those contacts” since there was a lack of support from others in Washington County. She described some of the promotional efforts that were made to bring awareness to AACR services: “We were with the patrol folks and we’d go to briefings. They made a video of us with the dogs.” Handler 2 delineated the purpose of the promotional materials:

We began attending the patrol briefings with our dogs, different scenes with them, and we actually had a video done of the program—it was pretty amateurish but pretty much all of the deputies saw this video and it basically showed us and our dogs, what we could help the deputies with, the uniforms—the dogs had vests—and the idea was that we came in, we were called upon a scene and we got out of our vehicles so they would see, if anything, who we were and what we could do. Otherwise somebody walking in with a dog would be distracting and the deputies would need to find out who you are, what you’re doing there, and so forth.

Handler 2 stated that the AACR work eventually started to speak for itself once he was able to get his foot in the door at the WCSO:

We had a number of calls namely what now would be categorized as death notifications. It was the suicides. And one particular chaplain who’s pretty much the head of the chaplains in the jail now kind of said, ‘You know, I need the dogs for myself too because this is very stressful.’

Handler 1 went into detail on how professional recruitment from a jail chaplain was the impetus for the CCRP:

Through our responses with patrol one of the chaplains who really loved what we were doing—she found us very supportive for her also with the work she was doing—she was a jail chaplain as well as a community chaplain and she asked if we would help her out. There had been a suicide in one of the pods and she was going to be getting together with the inmates who wanted to participate— who had observed it and were traumatized by it. And that was in the jail. It was really successful for everybody involved. Before we knew it, there were two or three more of those and after we had that under our belt a supervisor, who is a chaplain and a deputy, he said, ‘You know, I’m going to make a proposal to the commander after seeing how much good you’ve done.’ And we got together and worked out a plan of how to do it, with our teams rotating through once a week and he would find out the time slot that’s available because you can’t have more than one activity going on in a pod at the same time. That Tuesday evening, that’s the time slot that was selected for us. We’ve been doing that since 2009.

Handler 2 confirmed how essential professional recruitment was to gaining access to the WCJ: “The deputy chaplain proposed to the sheriff that maybe we should set up business in the jail because these were so successful. We did a six month pilot program and we’ve been doing it ever since!” Handler 1 expressed appreciation for the professional recruitment that spurred the CCRP: “We were very grateful, actually, when we were recruited by the Sheriff’s Office to do this.” She stated that she still relies on professional recruitment to expand upon the settings in which she performs AACR: “We were recruited by the Washington County juvenile department. And now we’re also being brought on by the DA’s office.”

Theme 7: Crisis Work

A theme for AACR handlers was their experience with crisis work. Their experience included advanced training and a variety of settings.

Subtheme 7.1: Advanced Training. Handlers detailed the advanced training that they and their dogs had to complete in order to become an AACR team and work in WCJ. Handler 3 reported that the first step in training is to be evaluated in animal-assisted therapy (AAT) before training specifically in AACR: “The dog has gone through their training and testing so you know that the dog going in they had already gone through the testing, that they’re certified.” Handler 1 reported she and her dog had experience in AAT before becoming trained in AACR: “We had been doing animal-assisted therapy for probably six months when we did the training, maybe even not that long. And then immediately started getting involved in crisis response.” Handler 1 reported she attended “other workshops around the country” to continue her advanced training in AACR. Handler 1 explained why it is necessary to be trained in both AAT and AACR: “One of the requirements of doing crisis response work is that you have to be active in animal-assisted therapy. Because other than having a regular gig, which didn’t happen in those days, you don’t get called out very much.” She described AACR as a form of AAT with advanced training: “It’s not that much different than animal-assisted therapy, dogs going into hospitals and so forth. Riding on elevators and... it’s just an expansion of the same kind of steps they got to take.”

Advanced training specific to jail protocols is required for AACR work in WCJ. Handler 1 reported that she had “a good orientation” when the CCRP first started: “We spent 8 weeks or so going through classes and so forth. They’ve since changed that. And part of that was going through the pods and being introduced to the physical plan.” Handler 3 described her experience with advanced training at WCJ:

Before you even work with inmates at all, there's quite a process to go through. They want to make sure whoever's interacting with the inmates is a good and decent person, they have no felonies on their record and so on. I can't remember all of the things that I did. I studied what was going on in the jail and you have to turn that in and make sure you know how things are working. Usually they do a tour so you have an idea of what's going on. Then I did a walk-through tour with the [AACR leaders] so that they would show me what's going on, I took the dog with their dog.

Handler 1 gave more detail about the components of training for the WCJ:

As far as the training for it, you have to have familiarization with the facility, you have to have your animals get used to things like going through the sally ports and there are a lot of noises and different strange things and smells that the dogs will encounter as well as people, of course. The exposure and some type of orientation is really important. I can't imagine the program happening without that type of... taking the steps to integrate the team or teams into that kind of a thing.

Subtheme 7.2: Varied Settings. All of the AACR handlers have experience working in more settings than just the jail. Handler 3 described some of the settings she has employed AAT or AACR: "I do hospice work, we do work at the library, we do different hospitals, and the jail so I see a lot of different things." Handler 1 shared her experience with AACR: "We've been called out by schools for fatalities, both natural and also shootings. Pretty much here, in this area, in the metropolitan area." Handler 2 also spoke about the varied nature of AACR: "We've been involved in all kinds of situations since 2002 when we've done crisis response." Handler 3 reported she enjoys the different settings: "We get a lot of variation in what we do and I think it's all good." Handler 1 expounded upon the settings in which she has performed AACR:

Comfort dog work with the sexual abuse and child abuse department to give support to kids who are having to testify. And the other thing that we do... is we've done summer camps pretty much 3 different kinds. One was for military kids... we're there to support kids whose families- family members or loved ones are deployed or this and that. And then we do... another national group... kind of a retreat for kids who have lost loved ones. And then we've also been involved with a group... who have children that are foster kids or kids who've been abused who are at camp for a week....But we have our teams go there and we take turns during the time period and offer whatever support is needed for the children.

Handler 3 shared her first experience and her most recent experience with AACR to depict the variety of settings:

The first one I went out on was kind of a housing center, I guess that's how you'd put it, like apartments. A man had killed himself and his two children... I had other things, like a... one of the more recent ones was a teacher had died, he had a heart attack and died and he was a very popular teacher. Kids were very shocked by this, very sad and so they asked me to come and do that work with them.

Subtheme 7.3: Wellbeing of Dog. AACR handlers reported the importance of their crisis dog's wellbeing. To ensure wellbeing they discussed their crisis dog being prioritized and having an agreeable temperament. Handler 1 stated: "I'm really focused on making sure that [crisis dog]'s comfortable." She added: "It takes a lot of concentration to be mindful of how our dogs are doing." Handler 3 stated she makes sure to "protect" her dog because "most people they just wanna lay down and go to town." Handler 1 also reported the need to prioritize her crisis dog's wellbeing: "When we walk in, people can swoop down... So we kind of have to pay attention to

that and lay down some rules about interactions so that the dogs are comfortable and not feeling overwhelmed.” She mentioned that prioritizing the crisis dogs is important because “they’re our resource.”

Handlers expressed the need for dogs to have an agreeable temperament for AACR interactions in order to maintain their wellbeing. Handler 3 stated that crisis dogs have to be “good animals that won’t freak out when other people pet them.” She added that the dogs’ temperament must allow for unfavorable interactions to not end in injury, such as: “the dog’s not going to bite somebody.” Being mindful of the dogs’ strengths and weaknesses is vital to ensuring their temperament matches the work they do. Handler 2 mentioned that he advocates for his crisis dog in certain settings because “sometimes he gets a little skittish around noises and stuff like that.” Handler 3 confirmed that “dogs have to be good with that” prior to putting them into a setting in which they are providing AACR.

Handler 3 mentioned that having the temperament to learn and perform tricks can be beneficial to crisis work:

[Crisis dog] knows a couple of tricks. He was a rescue and he knew about 3 different things and now he knows quite a bit more. And he understands German and English. So he can do a lot of things. There are a couple of things that they like to see.

Additionally, some things cannot be taught. Handler 3 painted a picture of how a dog’s intuition can serve AACR well: “[AACR recipient] just said, ‘I need him.’ And just let them go, go do their thing. I didn’t do too much talking, I just knew he would be a comfort to this lady and he was.”

Summary

This chapter of the dissertation provided an analysis of the data collected in this study. The findings of this investigation were detailed in a thick, rich description of field observations. Additional findings were summarized across and within participant groups into meta-themes, themes, and subthemes through multiple phases of coding. The voices of the participants were used to showcase the data in order to preserve the nature of their experiences. Three meta-themes were found across all participant groups: (1) Stressful Jail Environment, (2) Success of Program, and (3) Connection with Others. One theme for both inmates and officers emerged: (1) Program Awareness. The 2 themes and subthemes for inmates were found to be: (2) Individual Change: (2.1) Attitudinal, (2.2) Behavioral, (2.3) Emotional, (2.4) Physical and (3) Dog's Effect: (3.1) Companionship, (3.2) Acceptance, (3.3) Memories, (3.4) Physical Touch. Two themes and subthemes emerged for officers: (4) Humanity: (4.1) Normalcy, (4.2) Jail Programming, (4.3) Safety and (5) Inmate Behavior: (5.1) Mental Health Concerns, (5.2) Bravado. Two themes and subthemes were present for AACR handlers: (6) Program Development: (6.1) Barriers, (6.2) Personal Relationships, (6.3) Professional Recruitment and (7) Crisis Work: (7.1) Advanced Training, (7.2) Varied Settings, (7.3) Wellbeing of Dog. These findings are the result of the first-documented exploration of the use of AACR with jail inmates. This study contributed to the field of counseling through a deepened understanding of crisis counseling methods and the previously-unknown mental health needs of jail inmates.

CHAPTER V

DISCUSSION

The primary aim of this case study was to examine the use of animal-assisted crisis response (AACR) with jail inmates. There exists an absence of a representation of jail inmates within the counseling literature, despite the fact that 10.6 million people were admitted to jail in 2016 and experience varying states of crisis as a result of being incarcerated (McCampbell et al., 2016; Zeng, 2018). Inmates discussed within the literature are those in prison, which is a vastly different setting than jail by nature of prison being long-term, giving prison inmates an opportunity to stabilize and get their life affairs in order (Harley, 2014). Additionally, counselors are ethically obligated to address the needs of their clients but are uninformed regarding the ways to effectively meet the needs of the of jail inmates due to the lack of literature for this large population (ACA, 2014).

Animal-assisted interventions (AAI) have been studied with prison and juvenile inmates with positive potential outcomes (e.g., Britton & Button, 2005; Furst, 2006; van Wormer et al., 2017; Walsh & Mertin, 1994); however, there is a dearth of studies focusing on the use of AAI with jail inmates. Emerging in the literature anecdotally is AACR, a specialized form of AAI, as a way to comfort, soothe, and stabilize individuals experiencing a crisis (Chandler, 2012; Stewart et al., 2016a). Additional research is needed to establish AACR as an effective means to promote wellness for jail inmates.

In response to the gap in the literature, this study utilized field observation and semi-structured interviews with inmates, correctional staff, and AACR handlers involved in the Canine Crisis Response Program (CCRP) at Washington County Jail (WCJ) in order to gain a deeper understanding of the use of AACR with jail inmates. The collected data were analyzed

through thick, rich description and a thematic content analysis. This chapter will discuss findings of the data analysis, limitations of this study, implications, and recommendations for future research with regard to both jail programming and AACR.

Discussion of Findings

The findings of the case study are reviewed in relation to the guiding research questions and sub questions. Three meta-themes were found in this study: (1) Stressful Jail Environment, (2) Success of Program, and (3) Connection with Others. Seven additional themes and accompanying subthemes were present in the data: (1) Program Awareness; (2) Individual Change: (2.1) Attitudinal, (2.2) Behavioral, (2.3) Emotional, (2.4) Physical; (3) Dog's Effect: (3.1) Companionship, (3.2) Acceptance, (3.3) Memories, (3.4) Physical Touch; (4) Humanity: (4.1) Normalcy, (4.2) Jail Programming, (4.3) Safety; (5) Inmate Behavior: (5.1) Mental Health Concerns, (5.2) Bravado; (6) Program Development: (6.1) Barriers, (6.2) Personal Relationships, (6.3) Professional Recruitment; and (7) Crisis Work: (7.1) Advanced Training, (7.2) Varied Settings, (7.3) Wellbeing of Dog.

Research Question 1

The first research question of this study was: What are the experiences of jail inmates, correctional staff, and AACR handlers participating in AACR? This research question sought to promote a multifaceted understanding of the CCRP. The meta-themes that emerged in this study (Stressful Jail Environment, Success of Program, and Connection with Others) along with the theme of Program Awareness help to comprehensively decipher the experiences of jail inmates, correctional staff, and AACR handlers.

First, the experience of jail inmates, correctional officers, and AACR handlers was that the jail environment is stressful. Many factors influence the stress of the environment. For

inmates, there is a fear of the unknown while incarcerated. This pertains to matters inside and outside of the jail. Outside of the jail, inmates do not know when they will see their families again. Inside of the jail, inmates may be unfamiliar with jail protocol that can be abrasive or unsure of their safety while living with individuals convicted of violent crimes. Mental health concerns may compound on the stress of the environment for jail inmates. With many people experiencing varying levels of stress while in jail, emotions can come to a head and be expressed aggressively toward one another. This contributes to a sensation of tension among jail inmates. Correctional officers and AACR handlers also sense this tension, which creates for a stressful environment for them. Correctional officers especially are aware of this stress due to their role as an authority figure tasked with the safety of all individuals within the jail environment.

With regard to the stressful environment, the data from this case study suggested that jail inmates, correctional officers, and AACR handlers all perceived a reduction in environmental stress during the CCRP. The CCRP stimulated calmness for inmates through several means including connection to the outside world, distraction from fears, interaction with a being that lacks judgement, and physical contact. This had a secondary effect on correctional officers and AACR handlers. Correctional officers experienced calmness through some of the same means as jail inmates as a result of the CCRP, while also feeling more confident in their ability to manage jail inmates due to the dissipation of the environmental stress. AACR handlers felt fulfilled in their mission to make a difference among jail inmates when they notice an environmental change during their time at the jail.

Second, all participant groups experienced the CCRP as being successful. The success of the program had a slightly different meaning depending on the participant group. For jail inmates, the success of the program was conceptualized as being a positive force in the jail. Jail

inmates reported that they like and enjoy the program. Jail inmates also expressed a desire for an increase in participation in the CCRP, including more frequent visits, increased time spent with crisis dogs, an expansion of the type of interaction with the crisis dogs, and different breeds of dogs included in the CCRP. Correctional officers reported that they themselves also enjoy their participation in the CCRP, but gauge the success of the program in a different way in addition to that. Correctional officers defined their experience with the success of the CCRP as a resource or tool that can be utilized in order to alleviate some of the emotional or behavioral problems among inmates that pose a threat to jail safety. AACR handlers also stated they enjoy their participation in the CCRP, but delineated its success as being a program in the jail that has been sustained over a long period of time and is consistently staffed by a committed team of handlers.

Third, for jail inmates and correctional officers, their experience with the CCRP was one of surprise and confusion with regard to program awareness. These two participant groups stated that they were unaware of the CCRP until the handlers and crisis dogs were in the pod performing the CCRP visits. Additionally, some inmates and officers were uninformed about the nature of the program and thought it was a one-time occurrence. Both participant groups stated they would benefit from increased program awareness and communication regarding the CCRP.

Lastly, all participant groups experienced connection with others. Inmates reported having improved relationships with other inmates. Inmates also stated they felt gratitude toward the AACR handlers for facilitating the CCRP. Officers also reported feeling appreciative of the AACR handlers for volunteering their time and service. Officers stated they were able to connect with the inmates in a reciprocal way through the CCRP. Inmates were able to see that the officers cared about their wellbeing while in jail by allowing the CCRP to visit their pod, and also officers were able to demonstrate their vulnerability by interacting with the crisis dogs. Officers

likened this connection to a purely human interaction without their hierarchical labels. AACR handlers noted this connection as well. They stated they were able to talk with the jail inmates as normal people through the CCRP. Additionally, handlers mentioned that their relationships with correctional officers have strengthened over time as a result of the CCRP.

Research Sub Question 1a

The first sub question of the first research question of this study was: How do jail inmates describe their experience with the crisis dogs? This research sub question intended to access the experience of the jail inmates in a way that was not able to be perceived through observations. The experience of the CCRP for jail inmates is understood through the themes of Individual Change and Dog's Effect.

In addition to the interactions with the crisis dogs that included physical touch and conversation, jail inmates described their experience with the crisis dogs as feeling comforted and calmed. The crisis dogs provided acceptance and companionship to the inmates and also triggered memories of the outside world or of their own pets; these experiences facilitated a change in the jail inmates. Some jail inmates reported a change in their attitude or mindset after interacting with the crisis dogs. This changed their perspective of their time in jail and offered them hope and future orientation. Other jail inmates stated their behavior or the behavior of other inmates changed after interacting with the crisis dogs in a way that reduced conflict or fighting while in the jail. Most jail inmates reported an emotional change as a result of interacting with the crisis dogs. This ranged from an improved mood to the elimination of suicidal ideation. Several jail inmates noted a physical change in their blood pressure or sleep quality after interacting with the crisis dogs.

Research Sub Question 1b

The second sub question of the first research question of this study was: What are the jail staff's perceptions of AACR? This research sub question had the objective of gaining an understanding of the correctional officers' experience with the CCRP. The themes of Inmate Behavior and Humanity shed light on the experience of the CCRP for correctional officers.

The experience of correctional officers in jail was largely based on inmate behavior. Their role is to manage inmate behavior in a way that maintains safety for everyone. Correctional officers stated they are challenged by inmate behavior that is influenced by mental health concerns and bravado. Mental health concerns of inmates that are unmanaged can compromise a correctional officer's ability to protect the inmate or others from feeling afraid or being in danger of something such as self-harm. Correctional officers also stated that inmates often display toughness through defiance or rejection of the rules while in jail in order to gain respect from other inmates. This type of inmate behavior can pose difficulty for the correctional officers. Correctional officers reported that the CCRP assists them in managing inmate behavior by allowing inmates to have relief from heightened mental health concerns or the need to perform toughness. Correctional officers conceptualized the CCRP as a helpful tool to influence inmate behavior in a positive way.

Correctional officers also perceived the CCRP as a way to practice and showcase humanity. Correctional officers at WCJ were familiar with jail programming that uses creativity to address the needs of inmates (e.g., yoga classes), and they viewed the CCRP as another aspect of jail programming that can be used to show humanity to jail inmates having difficulty coping with incarceration. They thought the CCRP brought normalcy to the jail inmates in a way that helped them to feel better while incarcerated. The correctional officers emphasized that WCJ is a

direct supervision facility with officers and inmates integrated together in an open pod without barriers between them, which means their approach to safety takes a more humane approach. Correctional officers perceived the CCRP as way to maintain safety and utilize jail programming that sends a message to jail inmates that they will be considerately cared for by the correctional officers during their incarceration.

Research Sub Question 1c

The third sub question of the first research question of this study was: What are the AACR handler's perceptions of AACR with jail inmates? This sub question sought to get the AACR handlers' take on the CCRP. The handlers discussed their experience with the CCRP through the themes of Program Development and Crisis Work.

AACR handlers in leadership positions detailed the difficulty of bringing AACR to the WCJ. They encountered barriers from county administration and AACR organizational leadership when trying to incorporate AACR locally within the criminal justice system. After years of trying different recruitment tactics such as promotional videos, handlers ultimately gained success through personal connections in both the county and the AACR organization. Through personal and professional support and the success of a pilot program, the CCRP came to fruition. All handlers underwent advanced training in both AACR and jail protocol to begin participation in the CCRP. AACR handlers expressed that working at the WCJ was not drastically different than employing AACR at other settings such as schools. AACR handlers reported that teamwork helps to keep the program running and successful. For AACR handlers, their focus during visits was fixed on their crisis dogs. They said they are compelled to ensure that the dog's wellbeing is prioritized during the CCRP visits. AACR handlers stated that they enjoy interacting with jail inmates and correctional officers and hope to make a difference in

their lives. AACR handlers perceived the CCRP as a way to practice AACR on a regular schedule and provide a resource to individuals who do not typically have access to beneficial services due to institutional constraints.

Research Question 2

The second research question of this study was: What observations does the researcher have regarding AACR in a jail setting? This research question aimed to offer an additional perspective to the phenomenon of AACR with jail inmates. Field observations conveyed the impressions of myself as the researcher.

Field observations detailed the experience of the CCRP in thick, rich description from start to finish. These observations highlighted the procedures that keep the CCRP operational. Additionally, field observations described my experience while witnessing the CCRP. The physical setting and participants were explained, along with the activities and conversations that took place. There was nothing negative that was observed during the two field observations. In my field observation notes, I recorded that jail inmates were smiling and laughing when looking at and interacting with the crisis dogs. Conversations were facilitated between inmates and other inmates, inmates and officers, inmates and handlers, and handlers and officers. The content of these conversations included topics that were lighthearted (e.g., dog movies), educational (e.g., dog training techniques), or supportive (e.g., missing a dog at home), among others. There was a sensation of excitement and ease among participants of the CCRP, as noted in the field observation notes. The CCRP was observed by myself as the researcher to be a positive way to bring joy, comfort, and conversation to the WCJ.

Research Sub Question 2a

The sub question of the second research question of this study was: In what ways do the jail inmates interact with the crisis dogs? This research sub question aimed to create a description of participation in the CCRP. Field observations of the CCRP, the meta-theme of Connection with Others, and the theme of Dog's Effect assist in generating a picture of the way in which jail inmates interact with the crisis dogs.

Researcher field observations unveiled the ways in which jail inmates were seen interacting with the crisis dogs and supported the jail inmates' descriptions of their interactions with the crisis dogs as primarily through means of physical touch. The inmates physically interacted with the crisis dogs by way of petting, hugging, kissing, shaking paws, nuzzling, and cuddling. Through these physical interactions inmates reported a formation of a nonjudgmental bond and companionship--both of which are scarce while incarcerated. Inmates were also able to talk to the crisis dogs and use emotional language and tones, which were not typically used while incarcerated due to the need to appear strong as to not be victimized by other inmates. Even the jail inmates who did not physically interact with the crisis dogs used the crisis dogs as a catalyst for interactions with other people. Jail inmates reported and were observed to talk to the AACR handlers, correctional officers, and other inmates about topics relating to dogs such as dog training methods, memories of their own family pets, movies about dogs, and the difference between service dogs and therapy dogs. This secondary interaction with the crisis dogs gave the jail inmates the opportunity to seek out connections with different people than they typically saw while in the jail environment or to discuss topics that would not typically be brought up while in jail.

Review of Findings

Research has not been previously conducted on the experience of jail inmates participating in an AACR program, thus the findings of this case study are unable to be reviewed with regard to the existing literature. However, the findings of this study fit into the broader context of crisis counseling as well as AAI programs with inmate populations. The findings of this case study align with the existing literature of AAIs with other inmate populations (prison and juvenile detention centers) in that there is a self-reported and observed positive impact of participation in the AAI. The findings align with attachment theory in that the jail inmates were able to share a nonjudgmental bond with the crisis dogs in a way that helped to soothe their distress and also develop improved relationships with other individuals. Furthermore, the findings of this study offer an additional resource for counselors working with clients in crisis.

In an unpublished dissertation, Bua (2013) investigated AACR with specific focus on the decision to employ AACR over other crisis services and the meaning attributed to the crisis dog by the participants of AACR. As a part of her dissertation research, Bua (2013) conducted a field observation of the CCRP at WCJ with female inmates. The result of the observation of the specific setting of WCJ was that Bua (2013) developed two subthemes under her theme of Symbolic Meaning Given to Dogs: (1) Normality and (2) Comfort and Calming. Although the research of Bua (2013) is dissimilar to the present case study, the field observation description and subthemes of her study support the findings of this study. This shows the potential for continued research on AACR with jail inmates to produce reliable and valid results that would add to the counseling literature.

Limitations

Limitations exist for all research studies, including the present study. A limitation, which is inherent to case study research, is that the findings relate to one unique program. Case study research is not conducted with the intent to generalize to other cases, and this case study is no exception. While the findings of this study promote a deepened understanding of the CCRP at the WCJ, they do not speak to the projected findings of any AACR programs implemented in jail settings. This case study research does allow for transferability through the thick, rich description of the jail environment and participants, permitting readers to judge if the findings may be transferable to another setting. Another limitation of this study was the dearth of literature on jail inmates in the counseling field and on AACR as a crisis intervention. This meant that there was little theoretical or clinical underpinning to contextualize this study and limited this study to being exploratory rather than experimental, although there is value in exploratory research.

A noted limitation of this study was the necessity of financial resources. I live in Michigan, and the only jail participating in an AACR program is located in Oregon. Travel was necessary in order to conduct field observations. Travel expenses of this case study included a round trip flight, overnight accommodations, meals, and local transportation. Funding applications were completed retroactively, which meant that I had to pay upfront for all travel expenses related to this research study. With supplementary financial resources secured prior to travel, more fieldwork might have been an option in this case study, resulting in data saturation.

Additionally, the setting of the jail created several limitations. The physical setting of a glass wall in the lawyer interview room at the WCJ disrupted the abilities of the audio recorder during interviews; thus, 6 of the 23 interviews were not transcribed verbatim. Due to their incarceration, jail inmates were not able to be sent a copy of their completed transcript for

additional member check review. Also, jail inmates were only available to be interviewed during their open free time, which meant that inmates sacrificed time that could have been used to call loved ones, socialize with other jail inmates, heat up water for coffee, or other limited liberties while incarcerated. This may have impacted the desire for jail inmates to self-select to be interviewed and the length or quality of the conducted interviews.

All interview participants were volunteers, which is a limitation of this study in the event that individuals may have been more likely to offer to be interviewed if they viewed the CCRP as favorable. Another factor to consider regarding limitations of this study is that jail inmates may have had an additional motive for volunteering to be interviewed, as meeting with an outsider in a private setting may have been a desirable variation from their normal routine.

A limitation of this qualitative case study was researcher subjectivity. As the instrument of data collection, the researcher has influence over the interpreted meaning of the data. My life experiences and biases informed the way in which I collected, interpreted, and analyzed the data in this study. The focus of this study was the experiences of jail inmates, correctional officers, and AACR handlers, and I made decisions regarding the presentation of their experiences that may have been influenced by my own biases.

Limitations of this study were mitigated through methods of trustworthiness throughout this study. These methods were utilized in order to advance the reliability of the findings considering the limitations that were present. These methods included researcher reflexivity, researcher bracketing, methodological triangulation, data source triangulation, thick description, member checks, and peer debriefing. Researcher reflexivity and bracketing allowed me to be continuously cognizant of the biases I held and the experience and identity I brought with me during every phase of data collection and analysis. I was able to be mindful of the influence I had

over the data and use insight to counteract that to the best of my ability through reflexivity and bracketing. Methodological triangulation allowed for the CCRP to be investigated through multiple lenses via field observations and interviews to provide the fullest picture of the experiences of all participants in the CCRP: the researcher, the inmates, the correctional officers, and the AACR handlers. Data source triangulation ensured that the observations of the CCRP were typical of a usual visit. Thick description was provided with direct quotes from participants to allow for readers to be engaged with the raw data in a way that allows for their own interpretations to develop and the voices of the participants to be heard. Member checks were performed through paraphrasing participant responses throughout the interviews to allow participants to confirm or restate their viewpoints in the most accurate way. Finally, peer debriefing with two professional colleagues and my dissertation committee chair allowed for confirmability with other professionals through discussions and agreements regarding the proper representation of the data.

Implications

This study addressed a gap in the literature with regard to the needs of jail inmates and the use of AAI with jail inmates. The findings that resulted from this case study have implications for communities, jails, counselors and counselors-in-training, and counselor educators.

Communities

Providing AACR programming for jail inmates in crisis is a low-cost preventative alternative to the reactionary and financially demanding practice of suicide watch, which is the standard crisis intervention in the criminal justice system currently. Suicide watch entails a 23-hour lockdown of a jail inmate in a solitary cell without clothes, bedding, or eating utensils and

requires increased correctional staff supervision (Florentine & Crane, 2010; Konrad et al., 2007; Mann et al., 2005). Through AACR jail inmates are offered improved coping skills through the calming and comforting experience of interacting with a crisis dog rather than unnecessarily suffering through an unmanageable state of crisis. This, in turn, allows for a more amenable environment for correctional officers, which eases the stress of being responsible for the safety of all incarcerated individuals and jail staff. Community taxpayers financially benefit from the reduced liability produced by AACR programming. Additionally, community members are all individuals who may end up in jail through means of a mental health crisis, victimization of a crime, or alleged perpetration of a crime that is awaiting a court date; participation in an AACR program while incarcerated would help to mitigate and manage the distress of that experience.

Jails

The findings of this study support the use of progressive jail programming to meet the needs of jail inmates. This case study detailed a unique form of jail programming. Implications for jails include the ability to consider using AACR programming in addition to or instead of their current jail programming. Additionally, this case study revealed a need for improved communication and increased frequency. Communication may be enhanced in other iterations of AACR programs in jails by having regular installments of informative presentations to all correctional staff that explain the nature of the AACR program, including its purpose, schedule, and expectations. In turn, before implementing an AACR visit with inmates, jail officers can preface the visit by announcing details about the program to the jail inmates.

Increasing the frequency of visits depends on the availability of AACR handlers. The AACR handlers are volunteers, meaning they give their time free of charge. An option to increase the visits is to have AACR handlers commit to providing more visits or adding more

AACR handlers to the AACR program at the jail. Alternatively, providing AACR handlers with a monetary stipend may increase their ability to provide visits in lieu of other jobs they do for income. This has the potential to still save money in the long run; a stipend for a weekly program that reduces liability and derails inmates from suicide watch would likely cost less than paying correctional officers to work more hours to staff inmates placed on suicide watch. For jail administrators that would like to enforce humane jail programming, AACR would be a desirable program even with a small associated cost.

Counselors and Counselors-In-Training

Counselors and counselors-in-training should be aware of AACR as a treatment option for clients in crisis. This case study highlighted the importance of proper training and experience when employing any AAI practice. This sends a message to counselors-in-training who are not exposed to AAI ethics and competencies regarding the necessity of professional development before employing AAI services. Additionally, counselors who did not receive adequate training in crisis counseling or do not feel confident in their abilities to effectively provide crisis interventions with clients will be aware of the positive influence of AACR. AACR can model the ways to successfully engage with a client in crisis, giving counselors-in-training and counselors the exposure to crisis counseling they did not receive during their formal educations.

Counselor Educators

Research studies focusing on jail inmates as opposed to prison inmates provide counselor educators with pertinent information regarding the needs of those clients that can then be communicated to students who may be working with those populations as future counselors. This applies to AAI as well. Counselors will be working with jail inmates and partnering with animals as therapy teams; thus, counselor educators should provide the knowledge and skills relevant to

those practices to their students in order to prepare them for effective counseling implementation. This case study provides the first look at AAI with jail inmates and the unique circumstances of jail inmates within the counseling field. Counselor educators can utilize concepts illuminated by this study to discuss the needs of jail inmates and the option to partner with an AACR team when working with clients in crisis.

Recommendations for Future Research

Future research must continue to consider underserved and vulnerable populations and underutilized creative therapeutic approaches. More research in the counseling field is needed with regard to the experience and needs of jail inmates to better understand how to best serve this population. It would be useful to secure funding to implement this research in another jail. Additionally, more sophisticated research (e.g., randomized controlled trials) is needed in order to establish AACR as an evidence-based approach to stabilizing individuals experiencing a crisis. Humankind's innate connection to animals as mediated by an educated and experienced counseling professional has the potential to promote wellbeing to a wide variety of populations. With increased attention in these areas of research, jail programming can continue to develop in progressive, humane ways that best serve our communities and the people that reside within them. Additionally, continued research in these areas would support the field of counseling's efforts in the area of social justice, as jail inmates are a marginalized and underserved population.

Conclusion

This chapter reviewed the meta-themes, themes, and subthemes as contextualized by the guiding research questions of this case study on the experience of a jail participating in an AACR program. Limitations of the study were discussed and implications for communities, jails,

counselors and counselors-in-training, and counselor educators were presented.

Recommendations for future research to further unveil the counseling needs of jail inmates and effects of AACR were delineated.

This case study addressed a gap in the counseling literature regarding AAI experiences of jail inmates. This study utilized observations and in-depth interviews to explore the experience of jail inmates, correctional officers, and AACR handlers participating in the CCRP at WCJ. The results illuminate the perceived outcomes of their participation. The CCRP is a creative and forward-thinking jail program that shows an ability to de-escalate and calm inmates, promote nonjudgmental connections between different groups of individuals, and improve the jail environment for both jail inmates and correctional officers. Overall, this case study laid the foundation for other jails to implement similar AACR programs and provided the counseling field with a new understanding of the needs of jail inmates and the use of AACR.

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Appendix A

Data Collection Approval



CONSERVING THE PEACE THROUGH VALUES-DRIVEN SERVICE / SHERIFF PAT GARRETT

June 29, 2018

To Whom It May Concern:

Erica Schlau has been cleared for a visit inside the Washington County Jail for the purpose of collecting research data.

Sincerely,

A handwritten signature in black ink that reads "Sara Serma".

Sara Serma
Volunteer & Intern Program Coordinator
503-846-2525

WASHINGTON COUNTY SHERIFF'S OFFICE
215 SW Adams Avenue, MS #32
Hillsboro, OR 97123-387
Fax 503-846-2604 | Phone 503-846-2700
www.WCSheriff-OR.com

Appendix B

Site Consent for Research



CONSERVING THE PEACE THROUGH VALUES DRIVEN SERVICE / SHERIFF PAT GARRETT

November 2, 2018

To Whom It May Concern:

Erica Schlau has been cleared for a jail visit for the purpose of collecting research data.

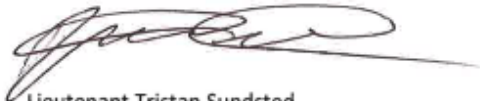
It is understood that Ms. Schlau will be coming to Washington County Jail to conduct research for her dissertation titled "A Case Study of a Jail Participating in an Animal-Assisted Crisis Response Program".

Ms. Schlau has approval to distribute consent documents to jail inmates prior to collecting data. Ms. Schlau has approval to enter into Washington County Jail in order to observe the Cascade Canine Crisis Response handlers, correctional officers, and jail inmates as they engage in a Canine Crisis Response Program visit. She also has approval to recruit inmate participants to be interviewed privately on-site about their experience with the Canine Crisis Response Program at Washington County Jail.

It is recognized that inmate participants of Ms. Schlau's study will have their rights protected.

Washington County Jail accepts being identified in dissemination materials as the site in which research was conducted.

Sincerely,



Lieutenant Tristan Sundsted
Washington County Jail


Appendix C

Western Michigan University's Human Subjects Institutional Review Board Approval



Date: November 8, 2018

To: Jennifer Foster, Principal Investigator
Erica Schlau, Student Investigator for dissertation

From: Amy Naugle, Ph.D., Chair 

Re: IRB Project Number 18-10-07

This letter will confirm that your research project titled "A Case Study of a Jail Participating in an Animal-Assisted Crisis Response Program" has been **approved** under the **full** category of review by the Western Michigan University Institutional Review Board (IRB). The conditions and duration of this approval are specified in the policies of Western Michigan University. You may now begin to implement the research as described in the application.

Please note: This research may **only** be conducted exactly in the form it was approved. You must seek specific board approval for any changes to this project (e.g., ***you must request a post approval change to enroll subjects beyond the number stated in your application under "Number of subjects you want to complete the study"***). Failure to obtain approval for changes will result in a protocol deviation. In addition, if there are any unanticipated adverse reactions or unanticipated events associated with the conduct of this research, you should immediately suspend the project and contact the Chair of the IRB for consultation.

Reapproval of the project is required if it extends beyond the termination date stated below.

The Board wishes you success in the pursuit of your research goals.

Approval Termination:

October 23, 2019

Office of the Vice President for Research
Research Compliance Office
1903 W. Michigan Ave., Kalamazoo, MI 49008-5456
PHONE: (269) 387-8293 FAX: (269) 387-8276
WEBSITE: wmich.edu/research/compliance/irsib

CAMPUS SITE: Room 251 W. Walwood Hall

Appendix D

Verbal Informed Consent Script

“Hello, my name is Erica Schlau, and I am a doctoral candidate at Western Michigan University. I am studying the Canine Crisis Response Program for my dissertation. Do I have your consent to observe your participation and record notes during today’s visit?”

If yes:

“Thank you. I will also be conducting interviews as a part of my research. If you are interested in being interviewed, please let me or an officer know after the Canine Crisis Response Program is over today. You may also schedule a time to talk if you have questions about interview participation.”

If no:

“I understand. I will give you space and put my notes away while you participate in today’s visit.”

Appendix E

Informed Consent Form for Inmates

**Western Michigan University
Department of Counselor Education and Counseling Psychology**

Principal Investigator: Jennifer Foster, Ph.D.

Student Investigator: Erica Schlau, MA, LPC, NCC

Title of Study: A Case Study of a Jail Participating in an Animal-Assisted Crisis Response Program

Inmate Consent

You have been invited to participate in a research project titled "A Case Study of a Jail Participating in an Animal-Assisted Crisis Response Program." This project will serve as Erica Schlau's dissertation for the requirements of the Ph.D. in Counselor Education and Supervision degree. This consent document will explain the purpose of this research project and will go over all of the time commitments, the procedures used in the study, and the risks and benefits of participating in this research project. Please read or listen to this consent form as it is read to you carefully and completely and please ask any questions if you need more clarification.

What are we trying to find out in this study?

The purpose of this study is to determine the perceived outcomes for animal-assisted crisis response as a treatment option for jail inmates.

Who can participate in this study?

You can participate if you are present at Washington County Jail and were present during the Canine Crisis Response Program's weekly programming. You may be any age over 18 years old and may be from any race, ethnicity, cultural background, religion, sex, or gender. It is required that you speak English.

Where will this study take place?

The interviews for this study will take place at Washington County Jail. To the best of the researcher's ability, the interview will be conducted in a space that is private and free from distractions.

What is the time commitment for participating in this study?

If you agree to participate in this study, your participation will involve 30 to 45 minutes of your time in the form of an interview. The interview will take place between November 2018 and January 2019.

What will you be asked to do if you choose to participate in this study?

If you choose to participate in this study, an interview will be scheduled at Washington County Jail shortly following participation in the Canine Crisis Response Program. All interviews will be audio recorded and transcribed.

What information is being measured during the study?

Interviews will collect information about your experience of the Canine Crisis Response Program at Washington County Jail. Your information will not be shared with the court or the correctional staff.

What are the risks of participating in this study and how will these risks be minimized?

There are no anticipated risks outside of those faced in everyday life. Your participation will be kept private and will not affect your court case.

What are the benefits of participating in this study?

Your participation in this research will not directly provide any personal benefit. However, your interview may help add to the knowledge on animal-assisted crisis response and crisis interventions with jail inmates. You do not stand to gain any benefit regarding court cases or appeals by participating in this study.

Are there any costs associated with participating in this study?

There are no costs associated with participating in this research, although you will be asked to volunteer approximately 30 to 45 minutes of your time.

Is there any compensation for participating in this study?

You will not be paid or offered any other gifts for participating in this research.

Who will have access to the information collected during this study?

Your information will not be shared with the court or with any jail employee. Only my doctoral advisor, Dr. Foster, and I will have access to information that is collected for this study. Data in the form of recorded and transcribed interviews will be stored in an encrypted file on a personal flash drive that is password protected. All participants' names and identifiers will remain anonymous, and all interview responses will be coded under pseudonyms that you will select. All materials will be kept confidentially stored for 3 years. After the 3-year period, all information will be destroyed. Results from this study will be included in a dissertation manuscript and may also be disseminated at professional conferences and in research journals. The self-selected pseudonyms will be used in all forms of print and dissemination.

What if you want to stop participating in this study?

You can choose to stop participating in the study at any time for any reason. You will not suffer any prejudice or penalty by your decision to stop your participation. You will experience NO consequences either legally or personally if you choose to withdraw from this study because no research information will be shared with legal entities. If you decide to withdraw from the study, this information will not be shared with the court or with the correctional staff. The investigator can also decide to stop your participation in the study without your consent.

Should you have any questions prior to or during the study, you can contact the primary investigator, Jennifer Foster at 269-387-5115 or jennifer.foster@wmich.edu. You may also contact the Chair, Human Subjects Institutional Review Board at 269-387-8293 or the Vice President for Research at 269-387-8298 if questions arise during the course of the study.

This consent document has been approved for use for one year by the Human Subjects Institutional Review Board (HSIRB) as indicated by the stamped date and signature of the board chair in the upper right corner. Do not participate in this study if the stamped date is older than one year.

I have read this informed consent document or had it read to me. The risks and benefits have been explained to me. I agree to take part in this study.

Please Print Your Name

Participant's signature

Date

Witness's signature

Date

Appendix F

Informed Consent Form for Officers

Western Michigan University
Department of Counselor Education and Counseling Psychology

Principal Investigator: Jennifer Foster, Ph.D.

Student Investigator: Erica Schlau, MA, LPC, NCC

Title of Study: A Case Study of a Jail Participating in an Animal-Assisted Crisis Response Program

Officer Consent

You have been invited to participate in a research project titled "A Case Study of a Jail Participating in an Animal-Assisted Crisis Response Program." This project will serve as Erica Schlau's dissertation for the requirements of the Ph.D. in Counselor Education and Supervision degree. This consent document will explain the purpose of this research project and will go over all of the time commitments, the procedures used in the study, and the risks and benefits of participating in this research project. Please read or listen to this consent form as it is read to you carefully and completely and please ask any questions if you need more clarification.

What are we trying to find out in this study?

The purpose of this study is to determine the perceived outcomes for animal-assisted crisis response as a treatment option for jail inmates.

Who can participate in this study?

You can participate if you are present at Washington County Jail and were present during the Canine Crisis Response Program's weekly programming. You may be any age over 18 years old and may be from any race, ethnicity, cultural background, religion, sex, or gender. It is required that you speak English.

Where will this study take place?

The interviews for this study will take place at Washington County Jail or via Skype or phone call. To the best of the researcher's ability, the interview will be conducted in a space that is private and free from distractions.

What is the time commitment for participating in this study?

If you agree to participate in this study, your participation will involve 30 to 45 minutes of your time in the form of an interview. The interview will take place between November 2018 and January 2019.

What will you be asked to do if you choose to participate in this study?

If you choose to participate in this study, an interview will be scheduled at Washington County Jail shortly following participation in the Canine Crisis Response Program. The interview will take place at Washington County Jail or via Skype or phone call. All interviews will be audio recorded and transcribed.

What information is being measured during the study?

Interviews will collect information about your experience of the Canine Crisis Response Program at Washington County Jail.

What are the risks of participating in this study and how will these risks be minimized?

There are no anticipated risks outside of those faced in everyday life.

What are the benefits of participating in this study?

Your participation in this research will not directly provide any personal benefit. However, your interview may help add to the knowledge on animal-assisted crisis response and crisis interventions with jail inmates.

Are there any costs associated with participating in this study?

There are no costs associated with participating in this research, although you will be asked to volunteer approximately 30 to 45 minutes of your time.

Is there any compensation for participating in this study?

You will not be paid or offered any other gifts for participating in this research.

Who will have access to the information collected during this study?

Only my doctoral advisor, Dr. Foster, and I will have access to information that is collected for this study. Data in the form of recorded and transcribed interviews will be stored in an encrypted file on a personal flash drive that is password protected. All participants' names and identifiers will remain anonymous, and all interview responses will be coded under pseudonyms that you will select. All materials will be kept confidentially stored for 3 years. After the 3-year period, all information will be destroyed. Results from this study will be included in a dissertation manuscript and may also be disseminated at professional conferences and in research journals. The self-selected pseudonyms will be used in all forms of print and dissemination.

What if you want to stop participating in this study?

You can choose to stop participating in the study at any time for any reason. You will not suffer any prejudice or penalty by your decision to stop your participation. You will experience NO personal consequences if you choose to withdraw from this study. The investigator can also decide to stop your participation in the study without your consent.

Should you have any questions prior to or during the study, you can contact the primary investigator, Jennifer Foster at 269-387-5115 or jennifer.foster@wmich.edu. You may also contact the Chair, Human Subjects Institutional Review Board at 269-387-8293 or the Vice President for Research at 269-387-8298 if questions arise during the course of the study.

This consent document has been approved for use for one year by the Human Subjects Institutional Review Board (HSIRB) as indicated by the stamped date and signature of the board chair in the upper right corner. Do not participate in this study if the stamped date is older than one year.

I have read this informed consent document or had it read to me. The risks and benefits have been explained to me. I agree to take part in this study.

Please Print Your Name

Participant's signature

Date

Appendix G

Informed Consent Form for Handlers

**Western Michigan University
Department of Counselor Education and Counseling Psychology**

Principal Investigator: Jennifer Foster, Ph.D.

Student Investigator: Erica Schlau, MA, LPC, NCC

Title of Study: A Case Study of a Jail Participating in an Animal-Assisted Crisis Response Program

Handler Consent

You have been invited to participate in a research project titled "A Case Study of a Jail Participating in an Animal-Assisted Crisis Response Program." This project will serve as Erica Schlau's dissertation for the requirements of the Ph.D. in Counselor Education and Supervision degree. This consent document will explain the purpose of this research project and will go over all of the time commitments, the procedures used in the study, and the risks and benefits of participating in this research project. Please read or listen to this consent form as it is read to you carefully and completely and please ask any questions if you need more clarification.

What are we trying to find out in this study?

The purpose of this study is to determine the perceived outcomes for animal-assisted crisis response as a treatment option for jail inmates.

Who can participate in this study?

You can participate if you are present at Washington County Jail and were present during the Canine Crisis Response Program's weekly programming. You may be any age over 18 years old and may be from any race, ethnicity, cultural background, religion, sex, or gender. It is required that you speak English.

Where will this study take place?

The interviews for this study will take place via Skype or phone call. To the best of the researcher's ability, the interview will be conducted in a space that is private and free from distractions.

What is the time commitment for participating in this study?

If you agree to participate in this study, your participation will involve 30 to 45 minutes of your time in the form of an interview. The interview will take place between November 2018 and January 2019.

What will you be asked to do if you choose to participate in this study?

If you choose to participate in this study, an interview will be scheduled at Washington County Jail shortly following participation in the Canine Crisis Response Program. The interview will take place virtually via Skype or phone call. All interviews will be audio recorded and transcribed.

What information is being measured during the study?

Interviews will collect information about your experience of the Canine Crisis Response Program at Washington County Jail.

What are the risks of participating in this study and how will these risks be minimized?

There are no anticipated risks outside of those faced in everyday life.

What are the benefits of participating in this study?

Your participation in this research will not directly provide any personal benefit. However, your interview may help add to the knowledge on animal-assisted crisis response and crisis interventions with jail inmates.

Are there any costs associated with participating in this study?

There are no costs associated with participating in this research, although you will be asked to volunteer approximately 30 to 45 minutes of your time.

Is there any compensation for participating in this study?

You will not be paid or offered any other gifts for participating in this research.

Who will have access to the information collected during this study?

Only my doctoral advisor, Dr. Foster, and I will have access to information that is collected for this study. Data in the form of recorded and transcribed interviews will be stored in an encrypted file on a personal flash drive that is password protected. All participants' names and identifiers will remain anonymous, and all interview responses will be coded under pseudonyms that you will select. All materials will be kept confidentially stored for 3 years. After the 3-year period, all information will be destroyed. Results from this study will be included in a dissertation manuscript and may also be disseminated at professional conferences and in research journals. The self-selected pseudonyms will be used in all forms of print and dissemination.

What if you want to stop participating in this study?

You can choose to stop participating in the study at any time for any reason. You will not suffer any prejudice or penalty by your decision to stop your participation. You will experience NO personal consequences if you choose to withdraw from this study. The investigator can also decide to stop your participation in the study without your consent.

Should you have any questions prior to or during the study, you can contact the primary investigator, Jennifer Foster at 269-387-5115 or jennifer.foster@wmich.edu. You may also contact the Chair, Human Subjects Institutional Review Board at 269-387-8293 or the Vice President for Research at 269-387-8298 if questions arise during the course of the study.

This consent document has been approved for use for one year by the Human Subjects Institutional Review Board (HSIRB) as indicated by the stamped date and signature of the board chair in the upper right corner. Do not participate in this study if the stamped date is older than one year.

I have read this informed consent document or had it read to me. The risks and benefits have been explained to me. I agree to take part in this study.

Please Print Your Name

Participant's signature

Date

Appendix H

Field Observation Notes

Physical Setting

What is the physical environment like? What is the context? What kinds of behavior is the setting designed for? How is space allocated? What objects, resources, technologies are in the setting?

Participants

Who is at the scene? How many people are there? What are their roles? What brings these people together? Who is allowed here? Who is not here who would be expected to be here? What are the relevant characteristics of the participants?

Activities and Interactions

What is going on? Is there a definable sequence of activities? How do the people interact with the activity and with one another? How are people and activities connected or interrelated?

What norms or rules structure the activities or interactions? When did the activity begin? How long does it last? Is this a typical activity?

Conversation

What is the content of conversations in this setting? Who speaks to whom? Who listens?

**Use direct quotes, paraphrase, and summarize. Note meaningful silences and nonverbal communication.*

Researcher Behavior

How is your role affecting the scene you are observing? What do you say and do? What thoughts are you having about what is going on?

Appendix I

Semi-Structured Interview Protocol: Jail Inmates

*Turn on audio recording program

*Introduce the study

1. What led you to participate in the Canine Crisis Response Program?
 - a. How did you learn about the program?
 - b. What made you decide to attend the visit?
 - c. What did you think or know about animal-assisted crisis response before you participated?
 - d. How were you feeling before you participated?
 - e. What did you hope to get out of participation?

2. What was your experience during the visit with the dog(s)?
 - a. What were you thinking?
 - b. What were you feeling?
 - c. What were you doing?
 - d. What else did you notice?

3. What was it like immediately after the visit was over?
 - a. What were you thinking?
 - b. What were you feeling?
 - c. What were you doing?
 - d. What else did you notice?

4. What are your thoughts about the Canine Crisis Response Program at the current moment?
 - a. Did you get what you had hoped from the visit?
 - b. What did you like?
 - c. What didn't you like?
 - d. Would you do it again?
 - i. Why or why not?

5. Is there anything else you would like to tell me about your experience with the Canine Crisis Response Program?

Appendix J

Semi-Structured Interview Protocol: Correctional Staff

*Turn on audio recording program

*Introduce the study

1. What was the jail environment like prior to the Canine Crisis Response Program?
 - a. How did the inmates behave?
 - b. How did you feel about your work environment?
 - c. What was interaction like with your coworkers?
2. How were you introduced to the Canine Crisis Response Program?
 - a. How long have you been involved with or exposed to the program?
 - b. What were your initial thoughts?
 - c. What did you hope would happen from the program?
3. What is your experience during the visits with the dog(s)?
 - a. What do you think?
 - b. What do you feel?
 - c. What do you do?
 - d. What else do you notice?
4. What, if anything, has changed as a result of the Canine Crisis Response Program?
 - a. Inmate behavior?
 - b. Work environment?
 - c. Relationship with coworkers?
5. What is your overall impression of the outcomes of the program?
 - a. Did you get what you had hoped as a result of the program?
 - i. Why or why not?
6. Is there anything else you would like to tell me about your experience with the Canine Crisis Response Program?

Appendix K

Semi-Structured Interview Protocol: Cascade Canine Crisis Response Handlers

*Turn on audio recording program

*Introduce the study

1. What led you to become involved with the Canine Crisis Response Program at Washington County Jail?
 - a. What has your experience been with AACR?
 - i. When did you start practicing AACR?
 - ii. At what other locations (if any) have you provided AACR services?
 - iii. How long have you been at Washington County Jail?
2. What did you hope would happen as a result of the Canine Crisis Response Program?
 - a. Did you have any prior experience working with this population?
 - b. Were you aware of any special needs of this population?
 - c. Did you have any prior concerns for working with this population?
3. What is your experience during the AACR visits with jail inmates?
 - a. What do you think?
 - b. What do you feel?
 - c. What do you do?
 - d. What do you notice?
4. What is your overall impression of the outcomes of the program?
 - a. Did you get what you had hoped as a result of the program?
 - i. Why or why not?
5. What would you recommend to other AACR teams that want to work with jail inmates?
6. Is there anything else you would like to tell me about your experience with the Canine Crisis Response Program?

Appendix L

Excerpt of Coding Table for Inmate Data

Phase 1: descriptive codes from transcripts	Phase 1: considering context and refining codes via singling out repeat codes, pairing together similar codes, intentionally deleting some codes	Phase 2: redistributing descriptive codes for further refining	Phase 2: pattern codes	Phase 3: redistributing pattern codes for further refining	Phase 3: themes and subthemes
ABILITY TO LOVE SOMETHING	Ability to love something	Change: attitude, behavior, environment, mindset, mood, outlook, thoughts	Change: attitudinal, behavioral, emotional, physical	Change: attitudinal	Change: attitudinal, behavioral, physical
ACCEPTANCE	Acceptance	Change: environment		Change: attitudinal, behavioral, emotional, physical	Dog's effect: calm, companionship, friendship, non judgemental bond, memories, physical touch
ALL STRUGGLING	Struggling	Change: focus		Change: attitudinal, emotional	Jail environment: tension, negativity
ALONE	Alone	Change: jail environment		Change: attitudinal, emotional	Program: positive; desire for increased participation; needs better communication; connection with dogs, inmates, and handlers
ALPHA MALENESS	Jail environment: toughness	Change: jail environment		Connection: dog, inmates, handlers	Connection: dogs, inmates, handlers
ANGRY	Negative emotion: anger	Change: jail		Connection: dog,	
ANGRY	Angry	Change: mood		Dog's effect	Dog's effect: calm