



Promoting the
 Healing and Rehabilitating
 Benefits of the
 Human / Animal Bond

KPETS Therapy Team Handbook

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KPETS Mission and History

Our Mission Statement:

KPETS – Keystone Pet Enhanced Therapy Services provides a network of dependable registered pet therapy teams whose passion is Touching Lives · Warming Hearts by providing comfort, encouragement and rehabilitation through human/animal interaction.

Additional info: KPETS was established to promote animal assisted therapy services. The healing and rehabilitating benefits of the human/animal bond are provided by registered KPETS volunteers to the community in health-related facilities, social agencies, special-needs programs, schools, libraries, hospices, or wherever the human/animal connection is beneficial. Recruiting, educating, uniting, coordinating, motivating and connecting volunteers with these agencies provide our communities with thousands of pet therapy hours a year.

History

KPETS originally started as 3CPO (Caring Christians and Canines Pet Organization), a small group from a church in 1998. As more volunteers who were not affiliated with the church became involved, we realized there was need to expand the organization in order to better serve the community.

KPETS was incorporated in January of 2003 and received 501(c)(3) status in August of that same year.

Originally 3CPO was using nationally-based therapy pet organizations as the source of registered volunteers. But the demand became so great that the testers/evaluators of these organizations could not keep up with it. That was when the decision was made to move forward, expand and implement KPETS with its own registration process and obtain its own insurance.

Taking features from these national registering organizations, KPETS designed a comparable arrangement for the registration and screening procedure. Combining in-class instruction and on-the-job-training supervised visits, we assure that our teams are very well qualified to serve the community in animal assisted therapy services.

This handbook will provide a resource for guidelines and requirements for KPETS registered therapy teams. Thank you for your interest in becoming a therapy team with us!

KPETS

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Pet Requirements

All pets must be at least one year old but can start being socialized and prepared from day one, by going to pet stores, being exposed to new people, other dogs, and different surfaces, etc. The goal is for them to become confident and at ease in new environments, settings and situations.

Your pet must have resided with you for at least six months.

A completed and signed KPETS Veterinarian Record Form is required upon initial registration and again every three years when the re-assessments are due.

KPETS will need proof of your pet's rabies vaccine, including the rabies tag number and expiration date. Vaccine records will also be kept on file in the KPETS office. A copy of the rabies certificate and an invoice from your vet showing your vaccine reminders will be accepted. The additional immunizations required by your veterinarian must also be administered on a timely basis.

KPETS understands the concern with over vaccinating our pets. KPETS will accept your vet's vaccine protocol but please be aware that some facilities you visit may require additional vaccines. Many times the facility will want documentation of a pet's vaccine record, as well.

Pets must be free from internal and external parasites and a yearly physical exam needs to be conducted by your veterinarian.

Pets must be well groomed and clean with their nails trimmed. Please do be careful with freshly trimmed nails. To insure no sharp edges remain, it is best to dremmel or file them or wait several days before visiting to eliminate risk of scratches.



Pet Health Policy

The Pet Health Policy is in the best interest of the pet, as well as being protective of those visited.

- 🐾 Pets must be in good health to register and visit as therapy teams.
- 🐾 Pets cannot get registered or visit while taking antibiotics, anti fungal or immunosuppressant medications (includes chemotherapy medications and corticosteroids).
 - Even a short course of medication warrants a pause in their work. It's important for these dogs to focus their energy on getting better and return to their work when well. When on medications any individual can have side effects that may be unexpected. Risks of vomiting, diarrhea or increased urination could accidentally happen in a client situation.
 - Once the dog is in the maintenance phase of treatment for a chronic illness, the dog's attending veterinarian may assess risk to both the dog and potential clients. The veterinarian's determination is to be kept on file in the office.
 - The issue of immunosuppressive drugs does affect both the dog and the clients.
 - For the dogs
 - The risk for acquiring infections
 - Potentially stressing a system already dealing with a serious illness
 - For Clients
 - Changes in personality due to medications, especially with steroid use, are a concern
 - Immunosuppressed dogs could acquire infections that could be transmitted to immunosuppressed people
 - Use good judgment and always error on the side of caution.
- 🐾 If your pet gets topical flea and tick treatment, it should be applied at least two days before a visit. Flea collars with toxins may not be worn while visiting.

Pet Behaviors

This section is addressing dog behaviors; but please be aware that when you go through the screening process, both you and your pet will be evaluated as a team.

Dogs should not display aggressiveness toward people or other dogs.

They must respond in a positive manner when meeting a friendly stranger and should remain calm while being petted.

When walking with their owner, dogs should be relaxed and on a loose lead. It doesn't need to be the perfect heel, but we don't want them dragging you down the hallway. They need to stay focused on you, as the Handler. This should hold true whether going through a crowd or walking only with you.

Dogs will be expected to respond to the "sit", "down", "stay", "come" and "leave it" commands.

Again, we'll be looking at the team when doing these evaluations. Here's an example of what might constitute a pass or fail for a team:



Pet Behaviors (continued)

Just like us meeting new people that we aren't too crazy about, some dogs may have a negative response to certain dogs. A good handler knows this and intervenes accordingly. As we have learned to act appropriately when these situations arise so should our dogs learn to act appropriately as well. How a Handler handles these types of instances with a dog can determine if they will pass or fail as a team.

Social Skills

Dogs should permit rough and clumsy petting and be ok with restraining hugs. But if a situation seems to be getting too rough or your pet is not comfortable, it is your job to protect your pet and get him out of the situation.

Another thing that may arise is a crowded petting situation. Dogs should be able to tolerate this; but again, if a group situation gets to be too much, take charge and assure the safety and comfort of everyone. Instruct participants to take turns petting or have them sit down or form a line to pet, etc. You need to be an advocate for your pet.

An important command for your dog to know reliably is "leave it." This could save your pet's life, if, for instance, a medication or soiled tissue falls on the floor. Train your dog to know what "leave it" means. Whatever word you chose to use for this command, though, the concept is the same...They need to obey you and not pick up the object.

When it comes to treats, we prefer you not let others give them to your dog. This is mostly for safety reasons, but it also takes the focus off of you. If treats are to be dispensed it should be by you. This is a great way to make sure your dog continues to keep his or her focus solely on you.

Equipment

The leash used during KPETS visits and activities must be 6-feet or less; 4-foot is highly recommended. No retractable or flexis, long leads or chains are permitted.

Flat buckle collars, martingales, head halters or gentle leaders and harnesses such as, Easy Walk, Sensation, "H", or step-in harnesses are acceptable. But for safety reasons, there should be no chain of any kind on any collar. A flat collar with a quick-release plastic fastener is highly recommended. Should there be a need to get the dog out of a situation, that is the easiest to release and the plastic will break under stress whereas a metal fastener will not. Choker or pinch collars of any kind, whether metal or fabric, are not permitted. Shock collars are also not permitted.



Handler Requirements

1. A KPETS team consists of one handler* and only one pet.
2. When visiting on behalf of KPETS, the handler should be clean, well-groomed and dressed appropriately ... modestly and conservatively. Be aware of facility dress codes (i.e. open-toed shoes, etc)
3. Handler must wear their KPETS ID Badge at all times when acting on behalf of KPETS.
4. When representing KPETS, dogs must be wearing KPETS' attire in the form of a scarf or vest.
5. The visit or event begins as soon as you reach the facility and exit your vehicle, and ends when the dog is back in your car.
6. Dogs must be kept on lead and at least two feet from another dog and other animals at all times while representing KPETS on a visit or event. This is to prevent any chance of a dog to dog incident.
7. When encountering a new or strange dog, or when arriving at an event with multiple dogs, approach with your dog from the *side* and not directly head on. Approaching from the side is less threatening to the dogs and much safer. If you can, go for a walk with your dogs, keeping the dogs apart by having the humans in the middle. When they are walking abreast, there is little chance of an incident and you're actually creating a pack. Doing this will allow the dogs to get to know each other without having to have close contact.
8. One thing we can't stress enough is that you are to be aware of your dog's actions at all times. You are ultimately responsible for his/her actions. Becoming distracted is easy to do. Be careful.
9. If you notice a KPETS therapy team (Handler or Dog) is not exhibiting appropriate behavior, remind the handler of the guidelines. If you feel the behavior is serious or not corrected, please report the issue to the KPETS Office.

* Minimum age for handlers is 18.

- Younger volunteers under the age of 18 may handle their therapy dog, but a parent or guardian must be present and available as backup to step in should an unexpected situation arise. The parent must be a registered KPETS Team with the same dog. If allowing a Junior Handler to handle the dog, the parent/guardian may not have another pet with them. They are needed to focus totally on the junior team to insure safety for all.
- If they are under 16, they will need a letter of recommendation from a professional trainer or another KPETS volunteer. This will need to be forwarded to KPETS for pre-approval prior to registering for a Group Evaluation.
- The junior handler must complete the entire registration process:
 - attend Orientation
 - complete a successful Group Evaluation
 - complete and pass two Visit Evaluation visits



Liability Insurance

The insurance provided by KPETS is liability insurance. It covers third party incidents. It does not cover you or your dog in any way.

Teams registered through another pet therapy organization (for example, Pet Partners, Therapy Dogs, Inc. or Therapy Dogs International) may participate in KPETS events and activities if said organization allows. The liability for those teams lies with each team's insuring organization. KPETS is not liable for these teams.

Insurance is valid when acting on behalf of KPETS. This means KPETS must have on-file any facility or venue you are visiting. Record of when, where and who may be required should a claim be submitted. For this, logging your volunteer hours is imperative. KPETS insurance is only applicable to KPETS registered teams when acting on behalf of KPETS in a volunteer role.

The insurance is not applicable if the pet is used in a Handler's job setting while they are "punched in". If this is something you're interested in, we advise that you obtain an added rider to your homeowner's insurance to cover this. You can also check with your employer, who may provide insurance while you and your pet are working. We've found that employers want to see that the dog qualifies as a registered therapy dog to insure he has passed the criteria for working in a therapeutic capacity. Be sure all involved understand that KPETS does not provide the insurance while someone is working at their job.

For insurance purposes, KPETS requires re-evaluations of the team every three years to refresh and renew any new guideline. You will be notified in your renewal documentation in advance so you will have time to set this up and complete it.



Aggression Policy and Procedure

Aggressive behavior by a KPETS dog is a serious subject. Please note that any acts of aggression are **not** covered by KPETS insurance.

SUBJECT: Aggressive Behavior by a KPETS dog.

PURPOSE: To provide a procedure for ensuring that all KPETS canines are demonstrating appropriate behavior when representing KPETS. Further, to establish uniform corrective action when unacceptable behavior is witnessed or reported.

SCOPE: This applies to all registered KPETS Teams.

POLICY: All active KPETS dogs have demonstrated appropriate behavior around other dogs and friendly strangers. Occasionally, outside the controlled environment of the Group Evaluation and Visit Evaluations, a KPETS dog may show unacceptable behavior which warrants corrective action to ensure adherence to KPETS standards.

Types/Causes of AGRESSION:

1. Dominant: Behavior motivated by a challenge to a dog's social status or to control a social interaction.
2. Protective and Territorial: Protective behavior is directed towards people or animals that a dog perceives as a threat to his pack. Territorial behavior is associated with defense of property.
3. Fear Aggressive: A defensive reaction, which occurs, when a dog believes it is in danger of being harmed.
4. Redirected: Two dogs attack each other because they cannot attack an intruder or to obtain food first.
5. Pain Induced: Occurs when a dog experiences or is threatened with pain or physical punishment.
6. Defense: Form of defending him/herself from being hurt or attacked.

WHEN TO REPORT AGRESSION

1. Growling, menacing, or threatening behavior by one pet toward another pet or person
2. Snapping by one pet at another pet or person
3. Charging, lunging, chasing (not in play) at another pet or person
4. Actual inappropriate contact between two pets (ex: biting, grabbing, shaking)
5. Actual inappropriate contact between pet and its handler or KPETS member
6. Actual inappropriate contact between pet and any member of the general public

PROCEDURE:

1. Reporting of Aggressive Behavior
 - a. Report by a facility visited.
 - b. Report by a Board member.
 - c. Report by another KPETS Team.
 - d. Report by the general public.



2. Actions required upon receiving any report:

- a. When an incident report is received from a visitation facility during an active visit, the team shall be suspended immediately. A full investigation shall be conducted to ascertain the circumstances surrounding the aggression and a determination as to what aggression was exhibited. The Safety/Quality Assurance Committee shall determine the disposition of the team: whether additional training may be warranted before reinstatement or permanent retirement of the dog is required.
- b. When an incident report is initiated by a Board member or another KPETS Team the team shall be placed on probation and required to participate in [a minimum of two] training classes. During the training classes, the behavior of the dog shall be assessed and corrective action required by the handler will be identified. A determination shall be made at the end of the training, either to return the dog to normal visitations or require that the dog be retired.
- c. When an incident report is received from the general public, the incident shall be reviewed by the Safety/Quality Assurance Committee and a recommendation for further training, if warranted, issued. The person receiving the report shall attempt to gather all information as to when, where, activity, other dogs present and nature of the aggression.



You and Your Pet

A few common sense tips to follow are:

1. Be sure to potty your dog prior to visiting and always clean up after your dog, inside or outside a facility. Hopefully there won't be anything to clean up inside☺
2. Keep your dog well hydrated. Bring a water bowl and water. If you're visiting an hour in a nursing home, a small dog may not need a drink during the visit but a big newfie may need a water break mid-way through the visit. Having water available in the car for afterwards is a good idea.
3. We advise that your dog become accustomed to walking on a variety of different surfaces. Consider the footing before asking your dog to perform tricks. If you'll be on slippery surfaces, you can use a product called "Tacky Paw" or something similar to help prevent slipping.
4. We can't stress this enough - when visiting with other teams, keep the dogs at least two feet apart to ensure that no inappropriate interactions arise.
5. As with any non-profit organization, volunteers are not permitted to accept personal gifts. Donations, however, can be made to the organization to help support the mission.
6. With regards to giving gifts, that too is unadvisable. But giving small cards with your dog's picture on them are usually greatly appreciated by those visited. It's like leaving your pet's business card. Contact the office, and we can help you with that.
7. Never allow someone else to handle or be in charge of your dog. Don't leave your dog alone with staff, patients, or visitors. Insurance coverage is not applicable should something happen.
8. Do not let anyone (either staff or resident) pick up your dog. Only if someone is sitting, should they be allowed to hold your pet and only if the size of your pet allows! If someone wants to hold your pet, be sure to place a pillow or blanket on their lap first. Then you must be the one to place your pet on their lap. Keep your hand on your pet to assure them that this is ok.
9. Not everyone likes dog kisses. For dogs who tend to lick, have them carry a toy in their mouth. You can also have them greet from the side and have them face you to help the person avoid the unwanted slurp.
10. For safety reasons, we do not recommend that you allow the patients or residents to give treats to your dog. It is best if YOU are the treat dispenser. It keeps your dog focused on you.
11. Be sure to excuse yourself and your pet from any situation you feel will not be a positive experience for all involved. As the handler, you must always make your pet your first priority. Never put your pet in a questionable or threatening situation.
12. Know the procedures for reporting an incident while you are volunteering for KPETS. If in a facility, it could be a nurse, volunteer coordinator or other staff person. Be sure to report any incident to KPETS as well. There is an incident report form in your packet as well as on the website on the KPETS Forms Index link.
13. We need to be sure those we visit are safe, but we also need to be aware at all times of our pet's safety and well-being. After all, we realize it's our pets that really provide the therapy!



Guidelines for a Health Care Environment

1. Many facilities you visit may ask that you sign in upon arrival. Be sure to do this and indicate that you are there on behalf of KPETS. Sign your name followed by KPETS unless there may be a place to indicate this elsewhere. You may need to sign out as well.
2. Familiarize yourself with the facility, and know where to find a safe outside location to walk or potty your dog. Please be considerate of patient windows.
3. Keep your pet by your side at all times. Do not allow him/her to be out in front of you as you enter the building, hallways or rooms. If your dog is in front of you going around a corner, a not-so-steady resident may become startled and fall.
4. Step to the side when waiting for an elevator. If someone is in the elevator, always ask if they mind your canine passenger riding with them.
5. HIPAA (the Health Insurance Portability and Accountability Act) is something we've all heard about. It is serious business; it's the law. Do not discuss any information with other volunteers, staff, or family members about the medical status of those you visit. We know it is so tempting to tell your spouse you saw your neighbor's son in the hospital and he had such and such but this is confidential and is not to be shared with anyone! If there is someone you know very well, ASK them if you may tell your spouse you saw them or what it is you want to share. Don't forget, their privacy is the law.
6. You may find some rooms with signs marked "ISOLATION" or "INFECTIOUS - DO NOT ENTER". Be certain to read and obey any placards at the facility. This is important for the patient, as well as for you and your dog. If you are unsure about anything, do not enter or ask staff.
7. Remember when visiting people in many of these facilities, their rooms are their homes! Always knock or ask their permission before entering a room.
8. Always ask each resident if they would like a visit with your dog. Not everyone likes dogs. Be considerate of those residents who prefer not to visit. Don't press the issue; but don't ignore them either. You could ask if they'd like to see a trick before moving on. It's nice to make them feel just as important by acknowledging their request and wishing them well.
9. Be considerate of those residents who may be sleeping or having a meal. Stop back later if possible. Some residents may request that they be wakened when the dogs come. Staff will know what is best in these situations.
10. Take notice of any medical equipment and connecting tubes that may be attached to protect both resident and your dog.
11. Be considerate of those residents who are bedridden or paralyzed. Guide your dog to the best position for the resident to pet the dog comfortably.
12. Never give a resident any food or beverage. Many have diet restrictions or a physical inability to take solids or liquids. Residents may try to convince you to give them something that they are not allowed to have.
13. Never physically move any resident. If a patient requests help moving from chair to bed, etc, explain to them you're a volunteer and not permitted to do that. Offer to get a staff person to assist them.



Guidelines for a Health Care Environment (continued)

14. Keep the conversation positive and upbeat. Be sensitive to their hurts or times of sadness. In many situations, it is easier to NOT start off by asking how they are doing. Instead approach them with something to get their mind off things like, "Guess what silly Sammy did this week, or guess what Max learned this week." It will help keep their mind off of their problems and on to something more positive.
15. If you find yourself in a situation with an unsteady, clumsy or exuberant hand, you can ask the patient's permission to hold or guide their hand toward your dog for petting as reassurance for both your dog and the person.
16. Always watch for the possibility of the unexpected grab of the ear, tail or leash. Be prepared to protect your dog. We do not want a dog to become surprised or hurt, which could lead to biting in defense. Prevention is key in this area.
17. When walking about, always keep your dog by your side. If you notice someone coming down the hall that seems a bit hesitant, put your dog on the other side of you, so YOU pass next to the person rather than your dog passing closest to them. This helps when passing food carts too!
18. Be careful during actual petting. Never allow your dog to jump on any resident's lap, their bed, wheelchair or furniture.
19. Older people's skin is VERY thin and a scratch from a friendly paw can become a bloody and nasty bruise. You can prevent this by using a lap pillow or blanket for smaller pets. If your dog accidentally scratches a resident, contact the supervisor on duty immediately and report the incident to them and then to KPETS as well.
20. If you have a dog that tends to paw, have them stand, which makes it more difficult to put the 'pet me' demanding paw up on the resident. Another way is to kneel down and be ready to catch and hold the paw so as not to touch or scratch the fragile skin of a patient.
21. Be cautious when visiting with those seated in wheelchairs. Always check to be sure the wheelchair is locked to protect tails and paws and feet while visiting. Position your dog BESIDE the wheelchair and have him face front. It is less threatening and safer than having him visit from the front of the chair.
22. Be sure to keep dogs away from trashcans. Do not allow your dog to pick up items from the floor. There could be medicine or other things in the cans or lying around that we don't want our pets to sample.
23. Being alert and prepared will make each visit a positive experience for all involved.

Items to bring along or have available when visiting

- | | |
|--|--|
|  *KPETS ID badge |  Poop bags |
|  *KPETS vest or scarf for pet |  Water/bowl |
|  Folder with vet records and insurance letter |  Hand Sanitizer/Wipes |
|  Blanket/pillow |  Brush |
| |  Treats / Toys |



Calming Signals

Therapy work is more demanding for your pet than you might think. It is a skill and a gift for a dog to enjoy therapy work. It's not "normal" dog culture. The behaviors that are appropriate for **us**, are not natural dog behavior. We shake hands; they sniff, well, you know...

When first introducing your pet to therapy work, start with short visits until your pet is comfortable with this new adventure. You may want to limit the number of activities you pursue when first starting. Each dog is different and will progress at a different pace.

Dogs communicate happiness, fear, hunger, playtime, naptime and pain to us and other dogs. They express these needs through their body language and if we don't "hear" what they are telling us, their only option is to talk louder. We need to be aware and "listen" to them by watching their body language. We will show you some examples of this in the video clips following this segment.

When concerned or nervous, your pet will use what is known as **calming signals** to calm himself, as well other dogs. As an observant handler, you will see this as he tries to de-escalate a situation using the following body language signals:

- Panting or scratching excessively
- Yawning
- Lip-licking
- Changing facial expression / showing whale eyes
- Looking, turning away or avoiding the situation or person
- Hiding behind or jumping on handler for security
- Freezing in position
- Trembling legs or body
- Seeking an exit
- Lacking desire to socialize
- Ears and/or tail pressed close to body

If your pet is uneasy and exhibiting any of the above signs you should look to see what might be the cause. If the person petting your dog is causing this distress, you can counter balance by petting your dog while they pet your dog. This may give your pet comfort and let him know he's doing a good job. Shorten the time spent in this situation.

Also, be aware that there may be a medical reason for your pet's feeling of unease.

Most importantly, if these signs persist, shorten or end the visit promptly. There will be other days to visit. If you notice your dog is really stressed during most visits, take a few weeks off. It could be well deserved and make a difference in the quality of future visits. Be careful not to burn out your pet. KPETS founder, Karen found out the hard way with her first therapy dog who no longer wanted to get in the car with her. Today she has four dogs to help share the load☺



Calming Signals (continued)

Please realize that a dog's behavior can change over time. Burn out can come quickly! Know your pet's signs of stress and watch for them. Therapy visits must be enjoyable for all, but especially for your pet! That may mean taking a break from time to time.

If your dog or another volunteer's dog exhibits any sign of aggression, this must be brought to the attention of the KPETS staff. See the Aggression Policy.

Remember, a diligent handler listening and working with their pet can enjoy many fulfilling years together Touching Lives and Warming Hearts.



- Turid Rugaas



Registration Process

To help guide you through this process, please use the form called "**Your Path to Success**" in your folder. You can also go to the website, under the **Volunteer Tab**.

Please note that teams from other organizations wanting to transfer to KPETS must complete this same registration process.

Step 1: Attend an **Orientation**. The fee paid covers the cost of materials, training and expenses for the class.

Step 2: After Orientation, you will need to attend a **Group Evaluation**. In this controlled setting you and your pet are evaluated on basic obedience skills, such as sit, down, come, stay, and leave it. Your pet will be exposed to loud noises, strangers, crowded and/or rough petting, as well as unfamiliar dogs and equipment.

In this folder you'll find the actual **Group Evaluation Form** that you'll need to take with you for this session along with the **Post Orientation Review**. To prepare, please review and practice the items listed.

At the end of your Group Evaluation, the leader will give you the completed Evaluation Form indicating a *Ready* or *Not Ready* status. If you receive a *Not Ready*, you may work on the skills needed and then try again later. The *Ready* Evaluation Form is to be submitted with all the other forms when the entire registration process is completed.

Step 3: Upon receiving the *Ready* Group Evaluation status, the next step is to schedule your **two** required **Visit Evaluations**. These should each be done by a different evaluator if at all possible. At the end of each of these visits, you will be briefed about the visit and the results - either Ready or Not Ready.

If you receive a *Not Ready* rating, work on the skills discussed. The evaluator(s) can help mentor and advise you on the skills still needed. After working on these skills, you may try again, but therapy work is not comfortable for every dog. Please do not be upset if it is decided that your pet would be a better fit in another type of activity.

KPETS registration is at the discretion of the evaluators and staff of KPETS and is based on the team's performance (you AND your dog) at the Group and Visit Evaluations.

Step 4: Upon successfully completing the Group and two Visit Evaluations, **submit all required forms and a photo** (digital or a snapshot) for processing. The list of forms is on "Your Path to Success" document. An Award certificate, letter of insurance and name tag will be mailed to you. Insurance coverage starts upon receipt of these documents. This process should be completed within 6 months from Orientation to your Visit Evaluations.



Background Clearance Requirements Policy

SUBJECT: KPETS: Background Check Policy

PURPOSE: The 2015 Pennsylvania State Regulation regarding background checks has prompted KPETS - Keystone Pet Enhanced Therapy Services to implement a policy that will require **ALL** KPETS volunteers to do the following by July 15, 2016.

SCOPE: All current and prospective volunteers must obtain the required clearances. These clearances will be valid for FIVE years from the date of issue and will need to be resubmitted as they expire.

DETAILS: PA Residents

- Pennsylvania State Police Criminal History Clearance (PSP) (epatch.state.pa.us)
- Child Abuse History Clearance from the Department of Human Services (Child Abuse) (<https://www.compass.state.pa.us/cwis>)
- There is no charge for the above two clearances.

Additionally, an FBI fingerprint based federal criminal history submitted through the Pennsylvania State Police or its authorized agent is required if:

- The volunteer has lived outside the Commonwealth of Pennsylvania in the last 10 years. This FBI clearance will be paid for by those who are required to take this step. (www.cogentid.com)
- All volunteers must affirm in writing and that they are not disqualified from service based upon a conviction of an offense, by signing the Volunteer Affidavit.

Non-PA Residents

- ***Non-PA residents must complete the same clearances as PA residents:***
- PA Child Abuse (<https://www.compass.state.pa.us/cwis>)
- PA State Police Criminal (epatch.state.pa.us)
- FBI Fingerprinting (www.fbi.gov/about-us/cjis/identity-history-summary-checks/submitting-an-identity-history-summary-request-to-the-fbi). You will need to go to a fingerprinting establishment in your state and have them do a card with your fingerprints. Then you will need to send the card to the FBI. The FBI clearance is the only one with a fee. Detailed instructions at the above link.
- Volunteer Affidavit. (www.kpets.org) Volunteer Tab, Forms Index
- If you need step-by-step detailed instructions on how to do these clearances go to www.kpets.org, Volunteer Tab, Forms Index.
- Please contact the office with any questions that you may have.



Photo Policy

While visiting or representing KPETS, do not take a photo of anyone - attendees, patients, guests etc. without their prior permission. With their permission, you may take a photo that you send or give to them for their personal use. You may not share or use their photo publicly without a signed photo release copied and submitted to the KPETS office. This includes social media, online apps, as well as printed materials.

KPETS volunteers must always follow HIPAA (Health Insurance Portability & Accountability Act) guidelines. KPETS must have signed photo release forms from any individuals clearly identifiable in any picture used for publicity purposes. With seniors in facilities and children under 18, you will need facility, school and/or parental permission

Photos taken at public events may be posted if unknown subjects / individuals are not identifiable.

Please be careful that any photos shared (online or elsewhere) always represent all KPETS safety guidelines being followed. Examples include the two foot safety zone between therapy dogs and leash clearly held by handler. Please remember that you are always representing KPETS and any images of you are a lasting representation.

On-Going KPETS Registered Team Requirements

1. One thing that is extremely important is for you to **track your volunteer hours!** This information is required to process an insurance claim should the need arise. The link to do this along with a video on HOW to do this is on the KPETS website under the Volunteer Tab. Submitting this information promptly is greatly appreciated, but please be sure to do this a minimum of monthly. If you do not have internet access, please let KPETS know and we will provide you with a form to be mailed.
2. KPETS must have on file a record of each facility you visit. If a facility you visit is not listed on our Volunteer Hours Tracking, this info must be added to our records promptly. This can be done on the website, again under the Volunteer Tab, or contact the office for guidance.
3. Teams are to monitor weekly KPETS Kommunikation Emails and monthly Keynotes Newsletters for current updates, needs and news. This is how we communicate important information to KPETS teams.
4. KPETS renewal is done every September. A notice with all forms and details will be mailed to you a month in advance.
5. A re-assessment Group Evaluation is required every three years to refresh and review, as well as to address any new guidelines. It is also to insure the pets are still comfortable and appropriate for regular visiting. You will be notified when you are due in your renewal paperwork. You will then have one year to complete your re-assessment.
6. Copies of your pet's current immunization record are required with each renewal or as vaccines expire. Please submit copies to the office.



Additional Opportunities

KPETS has many opportunities to share your pet beyond the regular visiting opportunities:

- KPETS ambassadors are needed at community awareness events to inform the public of our mission and to generate interest for additional volunteers and possible donations.
- Volunteer teams are needed for fundraising efforts.
- Fun loving, high energy persons are needed to bring Kip the KPETS Dog, our mascot, to life for various activities.
- Join in or lead KPETS fun, educational or informative presentations and demonstrations for civic groups, churches, schools, scouts or the elderly.

Did you know . . .

Did you know . . . The demand for KPETS' services is growing rapidly. Visit requests from facilities, organizations, individuals and community groups are submitted via our website or phone calls almost daily!

Did you know . . . KPETS receives no funding from government or animal welfare agencies. It relies solely on private donations and fundraising efforts to support our mission. This means KPETS must fund its growth through the generosity of individuals, organizations and businesses in our local communities. PetSmart and IBM have generously supported KPETS.

Did you know . . . KPETS *welcomes your support.* Sharing your passion for the pet therapy services you'll be providing is a great way to introduce your employer, friends, and family to KPETS' mission. Sponsorship information is available on our website: **kpets.org**.

Did you know . . . Many employers contribute to the organizations where their employees volunteer their time. Check if your employer has an employer-sponsored volunteer program that may help KPETS.

Did you know . . . Each year during the United Way Campaign, your United Way contributions can be allocated to KPETS. Although we are not listed, you can designate your contribution to KPETS by writing KPETS in the appropriate spot.

Did you know . . . Websites like *IGive.com* and *Amazon Smile*, let you designate a charity. They then donate a portion of your sale directly to KPETS.

There's never a dull moment once you get hooked *Touching Lives ••Warming Hearts* with KPETS.

From the KPETS Board, staff and volunteers, THANK YOU for your interest in KPETS. Please know that we are always available to answer any questions you may.



Additional Resources

- **Reading Recommendations**

- *On Talking Terms with Dogs: Calming Signals* by Turid Rugaas
This is an easy excellent little book that helps you to read your dog's body language. Helping you better understand when your dog is in a situation where he/she may be feeling uneasy or uncomfortable. The book will also help you assess other dogs you may encounter.
- *Therapy Dogs: Training Your Dog to Reach Others* by Kathy Diamond Davis
This gives you more in depth information about training your dog to do therapy work. It also includes some history of therapy dog uses as well as the benefits that therapy dogs provide.
- *Animal Assisted Therapy Activities to Motivate and Inspire* by Nancy Lind
Animal Assisted Therapy Activities to Motivate and Inspire is an excellent resource for pet therapy teams, educators, and therapists. Professionals will benefit from the clearly outlined instructions with educational and clinical application suggestions from Nancy Lind, a pioneer in the area of Pet Therapy.
- *Afternoons with Puppy* by Dr Aubrey Fine
A heartwarming account of dynamic relationships and outcomes involving a therapist, his therapy animals, and his patients over the course of almost two decades. It is a narrative of Dr. Fine's experiences and the growing respect for the power of the animals' effect on his patients and himself.
- *Handbook on Animal-Assisted Therapy, Third Edition: Theoretical Foundations and Guidelines for Practice* by Dr Aubrey Fine
In reading this book, therapists will discover the benefits of incorporating animal assisted therapy into their practice, how to design and implement animal assisted interventions, and the efficacy of animal assisted therapy with different disorders and patient populations. Coverage includes the use of AAT with children, families, and the elderly, in counseling and psychotherapy settings, and for treating a variety of specific disorders.

